

Netaş Cloud Server

Support & Services Portfolio



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Revision History

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About This Manual

Purpose

This manual describes the NCS67XX¹ NX² models rack server support and services portfolio tailored for NETAŞ Cloud Server systems. NETAŞ support services let you integrate both hardware and software support into a single package. A number of service level options are available to meet your business and IT needs.

NETAŞ NCS support services offer upgraded service levels to expand the standard product warranty with easy-to-buy, easy-to-use support packages that will help you make the most of your server investments.

Intended Audience

This manual is intended for:

- End-customers
- Distributors
- Business Partners

What is in This Manual

This manual contains the following chapters.



Chapter 1. Support Services Overview	Describes the NETAŞ NCS support services.
Chapter 2. Support Services Packages	Describes the NETAŞ NCS support options.
Chapter 3. Support Services SLO' s	Describes the SLO' s for the NCS server hardware and software.
Chapter 4. Support Services Coverage	Describes the coverages for the NCS support services.
Chapter 5. Hardware on-site support service limitations	Describes the NCS on-site support services.
Chapter 6. Hardware Exchange Service	Describes the NCS server hardware exchange procedures.
Chapter 7. Software Support	Describes the NCS support options and rules for the software.
Chapter 8. General Provisions and Exclusions for Support Services	Describes the general provisions and exclusions for the support services.
Chapter 9. Customer Responsibilities for Support Services	Describes the customer responsibilities for the NCS support services.
Chapter 10. Technical Services Overview	Describes the technical services for the NCS servers.
Chapter 11. Technical Services Options	Describes the technical services options for the NCS servers.
Chapter 12. General Provisions and Exclusions for Technical Services	Describes the general provisions and exclusions for the technical services.
Chapter 12. Customer Responsibilities for Technical Services	Describes the customer responsibilities for the NCS technical services.

Note 1. NCS67XX is a general model name for the NCS Server family. XX is the model specification number.

Note 2. NX is a general generation name for the NCS Server family products. X is the generation number.

Conventions

This manual uses the following conventions.

	Notice: indicates equipment or environment safety information. Failure to comply can result in equipment damage, data loss, equipment performance degradation, environmental contamination, or other unpredictable results. Failure to comply will not result in personal injury.
	Note: Provides additional information about a topic.

SUPPORT SERVICES OVERVIEW

1.1 SUPPORT SERVICES ROLE

Enterprise organization business needs and demands are getting more crucial as to required support for the hardware/software. NETAS NCS Support services will provide a necessary availability to the NCS Server products for the Enterprise organizations. (Including on-premises and as-a-service versions) NETAS NCS Support Service can help IT teams focus on moving the business forward by proactively searching for better ways to do things, as opposed to just focusing on reactive issues.

NETAS NCS Support Service enables direct access to product-specific specialists and provides general technical guidance to help Customers not only reduce risk but also find ways to do things more efficiently. NCS Support Service Customers can access support through multiple channels that include telephone and NETAS [NCS Support portal](#) with defined response times. NCS Support Service goes beyond traditional support by offering General Technical Guidance for the operation, management, and security of the supported products.

Our customers can use the “[NCS Support Portal](#)” for requesting following operations;

- ✦ Register purchased hardware,
- ✦ Query or show the warranty information,
- ✦ Query or show NCS Support Services information,

1.1 SUPPORT SERVICES STRUCTURE

The NETAS NCS Support Services provides a general set of features, rules along with the hardware and/or software features, under support and if the product contains hardware, software or both. Remote and on-site response times vary based on the service level selected, with the highest service level providing additional assistance to our customers should outages occur.

You can find all the features and descriptions in the below listed tables.

- ✦ Service feature summary Table 1-1,
- ✦ General Service features Table 1-2,
- ✦ Hardware Service features Table 1-3,
- ✦ Software Service feature Table 1-4,
- ✦ Optional Service features Table 1-5,

Table 1-1 Service feature Summary

General features

✦ Phone access to experts	✦ Predictive alerts*
✦ General technical guidance	✦ Expert response*
✦ NCS proprietary service tool	✦ Outage/Loss Management (Optional)**
✦ NCS Support Service portal access	

Hardware Service features	Software Service features
+ Remote problem diagnosis and support	+ Software support**
+ On-site hardware support**	+ Installation advisory support*
+ Replacement parts and materials	+ Software features and operational support
+ Firmware updates for selected products**	+ Software product and documentation updates
+ Collaborative Support*	+ License-to-use software updates*/**
+ Collaborative Assistance*	

Optional features

Hardware Service features	Software Service features
+ Consultancy**	+ Consultancy**
+ TAM – Technical Account Manager**	+ TAM– Technical Account Manager**
+ Critical stock**	
+ Media Retention**	
+ Hardware Retention**	

* Service deliverables require NCS support service portal registration and activation.

** Service deliverables require Gold, Diamond packages or optional payable services.

Table 1-2 General Service features

Phone access to experts	Customers may contact NCS support by telephone 24 hours a day 7 days per week to log support incidents. Response times will depend on the service level of the covered product.
Predictive alerts	For NETAŞ NCS products covered by a service agreement, connected to and as supported by NETAŞ NCS Proprietary Service Tools: Customers gain access to system and components management, monitoring, alerts, notifications. For issues identified NETAŞ NCS Proprietary Service Tools may identify opportunities for corrective action, providing diagnostic information to speed diagnosis and repair. Capabilities may vary by product; devices need to be supported by NETAŞ NCS Proprietary Service Tools, and connectivity is required. Configuration and usage of NETAŞ NCS Proprietary Service Tools is required to gain product insights, issue alerts, and identify usage and configuration opportunities. <i>NOTE: Service deliverables require NCS support service portal registration and activation.</i>
General technical guidance	NETAŞ NCS Support services endeavors to provide general technical guidance for Customer questions and enquiries specific to the topic areas outlined in the following regarding the operation and management of the Customer’s products covered by NCS Support Services. General technical guidance is available through the telephone and web communication channels and is subject to the service coverage window of the service agreement. In addition to any limitations or exclusions set forth in this data sheet, any NETAŞ NCS general technical guidance shall be provided specifically for the topics detailed in the following and only for the products covered under the service: <ul style="list-style-type: none"> •Correct usage or procedures to use the products’ features •Assistance with identifying relevant documentation or knowledge base articles •NETAŞ NCS servers best practice advice to help you manage and maintain your products •Basic navigation to use the product management interface •Advice on capacity management options based on product usage trends (where available)

	<ul style="list-style-type: none"> •Guidance with the general configuration of the product that may include recommendations for best practice based on NETAŞ NCS67XX operational experience •Guidance on the potential steps to help bring the product into a supported configuration •General technical guidance topics mentioned previously may not be applicable to all hardware and/or software products covered by this service
Expert response	Customers can post questions, issues, or discuss usage of products within the support duration via phone or NETAŞ NCS Support Portal. NETAŞ NCS support specialists respond within two business days for products covered by NETAŞ NCS Support services. Where posts raise topics that should be addressed through standard support processes, NETAŞ NCS Support specialist requests that a formal support incident is created and follows the standard NETAŞ NCS support incident management processes. The specialist technical resource response is may limited to Turkish and English language only and requires that the user be registered with NETAŞ NCS support service portal and has registered service agreements.
NCS proprietary service tool	For NETAŞ NCS products that are supported by NCS Proprietary Service Tools, NETAŞ NCS provides support and advice for their setup, configuration, and usage. Further for those connected products, NETAŞ NCS extends general technical guidance and recommendations provided. For configured NETAŞ NCS products, on request, NETAŞ NCS assists Customers to understand the issues, events, and information provided by NETAŞ NCS Proprietary Service Tools. Where NETAŞ NCS Support Services can provide recommendation, and the general next best actions in line with general technical guidance.
Outage/Loss Management (Optional)	<p>During a service incident should a business impacting outage be identified by the Customer, NETAŞ NCS support invokes an enhanced outage management process, dependent on the issue severity and complexity, to minimize the business impact and accelerate resolution. Once a business outage or critical workflow interruption has been confirmed by NETAŞ NCS support, technology-specific specialist resources shall be engaged to drive incident resolution.</p> <p>Throughout the duration of the outage incident, the specialist resources drive technical resolution and proactively keep nominated Customer stakeholders informed of the status. Where identified by NETAŞ NCS support, technical insights and opportunities shall be shared to help reduce future incident likelihood. Outage management is included for NETAŞ NCS products covered by this service level option and is in addition to standard NETAŞ NCS escalation processes.</p> <p><i>NOTE: Service deliverables require NCS support service portal registration and activation.</i> <i>NOTE: Service deliverables require Gold, Diamond packages or optional payable services.</i></p>
NCS Support Service portal access	Customers must register their NCS products and services in the NETAŞ NCS Support service portal to benefit from the NETAŞ NCS service solutions and tools provided in the personalized and integrated digital workspace. In the NETAŞ NCS service portal, Customers can create and manage cases, view alerts and notifications (including notices of available critical downloads and security bulletins). Customers can also view software and firmware update information and more. Access to the NETAŞ Support service portal is available twenty-four hours per day, seven days a week.

Table 1-3 Hardware Service features

Remote problem diagnosis and support	Once an incident has been logged and it has been acknowledged by NETAŞ NCS Support specialist (as per general provisions), NETAŞ NCS Support works during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any on-site assistance, NETAŞ NCS Support may initiate and perform remote diagnostics using electronic remote support solution to access covered products,
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	<p>or NETAŞ NCS Support may use other means available to facilitate remote incident resolution.</p> <p>When Customers choose to swap defective parts with NETAŞ NCS Support provided replacements Customer Replaceable Unit (CRU), NETAŞ NCS provides remote assistance during the service coverage window for installation of Customer-installable parts or firmware classified by NETAŞ NCS as CRU parts.</p>
On-site hardware support	<p>For hardware incidents that cannot, in NETAŞ NCS' s judgment, be resolved remotely, an NETAŞ NCS authorized representative provides on-site technical support on covered hardware products to return them to operating condition. Once an NETAŞ NCS authorized representative arrives at the site, the representative continues to deliver the service, either on-site or remotely, at the discretion of NETAŞ NCS, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.</p> <p>Repair is considered complete upon NETAŞ NCS Support verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p> <p>In addition, at the time of on-site technical support delivery, NETAŞ NCS may:</p> <ul style="list-style-type: none"> • Install available engineering improvements for covered hardware products to help ensure proper operation of the hardware products and maintain compatibility with NETAŞ NCS supplied hardware replacement parts • Install available firmware updates defined by NETAŞ NCS Support as noncustomer installable for covered hardware products, that, in the opinion of NETAŞ NCS, are required to return the covered product to operating condition or to maintain supportability by NETAŞ NCS. On request, NETAŞ NCS installs during coverage hours critical NETAŞ NCS firmware updates defined by NETAŞ NCS as noncustomer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the NETAŞ NCS product division for immediate installation. <p><i>NOTE: Service deliverables require Gold, Diamond packages or optional payable services.</i></p>
Replacement parts and materials	<p>NETAŞ NCS Support provides NETAŞ NCS supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available engineering improvements required by NETAŞ NCS to assure supportability of the product/s.</p>
Firmware updates for selected products	<p>Customers are provided access to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in NETAŞ current standard sales terms.</p> <p>For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), they must also have, if available, an active NETAŞ service agreement on the firmware-based software products to receive, download, install, and use related firmware updates.</p> <p><i>NOTE: Service deliverables require Gold, Diamond packages or optional services.</i></p>
Collaborative Support	<p>Collaborative Support and Collaborative Assistance provide electronic or telephone support (during the service coverage window) for select independent software vendor (ISV) software that works with hardware covered by NETAŞ NCS Support Service. Collaborative Support and Collaborative Assistance apply to selected ISV software when that software is not under NETAŞ NCS support. When ISV software is covered by NETAŞ NCS Support Service, support is provided as described in the Software support section of this document. Collaborative Support and Collaborative Assistance are separate features; however, Collaborative Assistance applies to all ISV products that are eligible for Collaborative Support.</p>

	<p>For a list of ISV software products eligible for Collaborative Support or Collaborative Assistance, ask to a NETAŞ NCS Support Specialist or visit NETAŞ NCS Support portal.</p> <p>Collaborative Support is provided for selected ISV software products, where NETAŞ NCS investigates and attempts to resolve problems by asking the Customer to apply fixes that have been made available or known to NETAŞ NCS Support. In some cases, support may be limited to communication of a known fix available through the installation of a software update or patch, and the Customer will be directed to available sources for the applicable updates or patches because access to the known fix requires additional service contracts with the respective software vendor.</p> <p><i>NOTE: Service deliverables require NCS support service portal registration and activation.</i></p>
Collaborative Assistance	<p>If NETAŞ NCS determines that the NETAŞ NCS product is not the source of the problem, but NETAŞ NCS deems the problem may be related to the selected ISV software, NETAŞ NCS Support shall, at the Customer request, initiate Collaborative Assistance. Collaborative Assistance can be provided only in cases where the Customer has appropriate active support agreements in place with selected ISVs, and the Customer has taken the steps necessary to ensure that NETAŞ NCS Support can engage with the ISV on behalf of the Customer. NETAŞ NCS Support engages the ISV and provides information about the Customer’s issue. Once the incident has transitioned to the ISV, it is then the responsibility of the ISV to resolve the Customer’s issue, which will be subject to the support levels of the agreement between the Customer and that ISV. Once the ISV is engaged, NETAŞ NCS closes the NETAŞ NCS Support incident, but the Customer or ISV can resume the support issue with NETAŞ NCS Support if needed by referencing the original incident identification number.</p> <p><i>NOTE: Service deliverables require NCS support service portal registration and activation.</i></p>

Table 1-4 Software Service features

Software support	<p>For software products covered by the service agreement, NETAŞ NCS provides corrective support to resolve identifiable and Customer-reproducible software product problems, supports to help them identify problems that are difficult to reproduce, and provides assistance in troubleshooting problems and determining configuration parameters for supported configurations.</p> <p><i>NOTE: Service deliverables require Gold, Diamond packages or optional payable services.</i></p>
Installation advisory support	<p>Limited installation advisory support is provided and is restricted to basic advisory assistance if Customer encounters difficulties while performing a software product installation or advice on proper installation methods and updating of stand-alone applications. The scope of such advisory support is at NETAŞ NCS’ s discretion.</p> <p>Exclusions to this advisory support include, but are not limited to, the following: Any downloading of complete software packages or walking through an installation from start to finish. These services are available for an additional charge and can be purchased separately from NETAŞ NCS Technical Services.</p> <p><i>NOTE: Service deliverables require NCS support service portal registration and activation.</i></p>
Software features and operational support	<p>NETAŞ NCS provides information, as commercially available, on current NETAŞ NCS product features, known problems and available solutions, and operational advice and assistance.</p>

<p>Software product and documentation updates</p>	<p>As NETAŞ NCS releases updates to NETAŞ NCS software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, NETAŞ NCS may provide software updates, as such updates are made available from the third party, or NETAŞ NCS may provide instructions on how Customer can obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision.</p> <p>For most NETAŞ NCS software and selected NETAŞ NCS supported third-party software, updates will be made available through the Software Updates and Licensing portal via the NETAŞ NCS Support service portal. The Software Updates provides Customers with electronic access to receive and proactively manage software product and documentation updates.</p> <p>For other NETAŞ NCS supported third-party software, Customer may be required to download updates directly from the vendor’s website.</p> <p>When this service is provided for a solution that is composed of multiple NETAŞ NCS and/or third-party products, software support will be offered only on updates that are made available for the solution by NETAŞ NCS.</p>
<p>License-to-use software updates</p>	<p>Customers receive the license-to-use software updates to NETAŞ NCS product/s or NETAŞ NCS supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original NETAŞ NCS or original manufacturer software license terms, provided they have rightfully acquired the original software license.</p> <p>The license terms shall be as described in the NETAŞ NCS software licensing terms corresponding to the prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany or otherwise be made available for such software updates provided under this service.</p> <p>Distribution of certain third-party software updates, license agreements, and license keys may be made directly from the third-party vendor to Customers, as applicable.</p> <p><i>NOTE: Service deliverables require NCS support service portal registration and activation.</i> <i>NOTE: Service deliverables require Gold, Diamond packages or optional payable services.</i></p>

Table 1-5 Optional Service features

<p>Consultancy</p>	<p>This feature can be used for Hardware and Software products that provided by NETAŞ NCS. With this feature our customer can define the support, services terms and conditions. If NETAŞ NCS Support Services meet these terms there will be a contract stating the terms and conditions for a fee. Then NETAŞ NCS shall provide these support and services as stating in contract.</p> <p><i>NOTE: Service deliverables require NCS support service portal registration and activation.</i> <i>NOTE: Service deliverables require Gold, Diamond packages and additional payable services.</i></p>
<p>TAM – Technical Account Manager</p>	<p>If customer required to have a project manager for the products from NETAŞ NCS this feature will provide a TAM for the project for the support term. TAM will be the authorized contact point for the customer.</p> <p><i>NOTE: Service deliverables require NCS support service portal registration and activation.</i> <i>NOTE: Service deliverables require Gold, Diamond packages or optional payable services.</i></p>

Critical stock	<p>If customer required to have their dedicated spare parts in NETAŞ NCS Support warehouse for guaranteed and easy services without any interruption this option will meet this requirement.</p> <p><i>NOTE: Service deliverables require NCS support service portal registration and activation.</i> <i>NOTE: Service deliverables require Gold, Diamond packages and additional payable services.</i></p>
Media Retention	<p>In the event of a hardware failure, for eligible products, the “Media Retention” service feature option allows you to retain replaced defective hard disk or eligible SSD/flash drive components that you do not want to relinquish due to sensitive data contained within the disk (disk or SSD/flash drive) covered under this service. All disk or eligible SSD/flash drives on a covered system must participate in the Media Retention.</p> <p><i>NOTE: Service deliverables require NCS support service portal registration and activation.</i> <i>NOTE: Service deliverables require Gold, Diamond packages and additional payable services.</i></p>
Hardware Retention	<p>This is a complementary service to “Media Retention”, in the event of a hardware failure, the “Hardware Retention” service feature option allows you to retain additional replaced components that have been designated by NETAŞ as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective hardware material retention.</p> <p><i>NOTE: Must be bought with the “Media Retention” service.</i> <i>NOTE: Service deliverables require NCS support service portal registration and activation.</i> <i>NOTE: Service deliverables require Gold, Diamond packages and additional payable services.</i></p>

Chapter 2

SUPPORT SERVICES PACKAGES

Regardless of your coverage window, incidents with covered hardware or software can be reported to NETAŞ via telephone or web portal available 24 hours a day, 7 days a week.

NETAŞ provides four service levels options for NETAŞ NCS Support Service aligned to the business need and sensitivity. The service levels provide both hardware and software coverage. Table 2-1

Table 2-1 Support Services Packages

	Term	Maintenance Coverage	First Response	Support Response Time	Site visit*	TAM	Spare part	Dedicated Spare part	Media Retention	Hardware Retention
Bronze	3 year	5x8	Online	Next Business day	no	no	ok	no	no	no
	5 year	5x8	Online	Next Business day	no	no	ok	no	no	no
	7 year	5x8	Online	Next Business day	no	no	ok	no	no	no
Silver	3 year	5x8	Online	4 hour reply	no	no	ok	no	no	no
	5 year	5x8	Online	4 hour reply	no	no	ok	no	no	no
	7 year	5x8	Online	4 hour reply	no	no	ok	no	no	no
Gold	3 year	7x24	On-site	Next Business day	ok	no	ok	optional	optional	optional
	5 year	7x24	On-site	Next Business day	ok	no	ok	optional	optional	optional
	7 year	7x24	On-site	Next Business day	ok	no	ok	optional	optional	optional
Diamond	3 year	7x24	On-site	2 hour reply	ok	ok	ok	optional	optional	optional
	5 year	7x24	On-site	2 hour reply	ok	ok	ok	optional	optional	optional
	7 year	7x24	On-site	2 hour reply	ok	ok	ok	optional	optional	optional

Chapter 3

SUPPORT SERVICES SLO' s

NETAŞ provides a broad range of support services with Service-Level-Options (SLO) to meet business needs and demands for the Enterprise. Check Table 2-1.

Chapter 4

SUPPORT SERVICES COVERAGE

For hardware products covered by an NETAŞ service agreement, unless otherwise stated by NETAŞ, the service on the main product covers NETAŞ hardware options, purchased from NETAŞ or authorized NETAŞ resellers, internal to the product as well as NETAŞ supported and supplied products. Included items will be covered at the same service level as the main product. Hazardous materials and batteries are covered separately under their own warranty terms and conditions, limited to the term of the applicable warranty period. For more information on which components require separate coverage, contact your NETAŞ sales office or NETAŞ sales representative for detailed information.

Supplies and consumable parts including, but not limited to removable media, maintenance kits, and other supplies, as well as user maintenance are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact NETAŞ for more information. If a consumable part is eligible for coverage, as determined by NETAŞ, on-site response times do not apply to repair or replacement of the covered consumable part.

Notwithstanding anything to the contrary in this document or NETAŞ current standard sales terms, NETAŞ, for select server products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.

Maximum supported lifetime/maximum usage: Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, product manuals, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.

For the services coverage check Table 4-1.

Table 4-1 Support Services Coverage

Distance from NETAŞ HQ	On-Site response Time
0–80 km	2 hours
81–160 km	4 hours
161–320 km	8 hours
321–480 km	Established at time of order and subject to availability
More than 480+ km	Established at time of order and subject to availability

HARDWARE ON-SITE SUPPORT SERVICE LIMITATIONS

For technical hardware issues that cannot, in NETAŞ' s judgment, be resolved remotely, an NETAŞ authorized representative provides on-site technical support on covered hardware products to return them to operating condition. On-site response time begins when the initial support incident has been confirmed to be a hardware issue by NETAŞ. The on-site response time ends when the NETAŞ authorized representative arrives at your site, or when the reported event is closed with the explanation that NETAŞ has determined that no on-site intervention is required. An on-site response time will not apply if the service is deferred to a mutually agreed time, or if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described herein. For certain products, NETAŞ may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of NETAŞ upon deinstallation.

Parts provided under hardware support may be whole unit replacements or be new or functionally equivalent to new in performance and reliability and warranted as new. Replaced parts become the property of NETAŞ, unless NETAŞ agrees otherwise and Customers pay any applicable charges.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. NETAŞ will work with the Customer to recommend a replacement.

Not all components will have available replacements in all regions due to local support capabilities.

The Customer agrees to pay additional charges if:

- ✦ The Customer requests that NETAŞ install Customer-installable firmware or software updates or patches.
- ✦ The Customer requests out-of-service coverage attendance or scheduled engagement out of selected service coverage windows.

Any additional services performed by NETAŞ at Customer's request, and that are not included in purchased support, will be chargeable at the applicable published service rates for the region in Türkiye where the service is performed.

If support on a product lapse's, NETAŞ may charge additional fees to resume support or require certain hardware or software upgrades to enable support coverage.

For any relocation not performed by NETAŞ, additional recertification fees and charges for ongoing support coverage may apply to the relocation of products under support. Reasonable advance notice to NETAŞ may be required to begin support after relocation. For products, any relocation is also subject to the license terms for such products.

NETAŞ maintains title of loaner units if provided, Customers shall have risk of loss or damage for loaner units if provided at NETAŞ's discretion as part of hardware support or warranty services and such units will be returned to NETAŞ without lien or encumbrance at the end of the loaner period.

6.1 Hardware Exchange Service

For selected NETAŞ NCS server products, NETAŞ, at its sole discretion, may offer Exchange service levels that Customers can select in order to substitute hardware on-site support. The Hardware Exchange Service provides a replacement product or part delivered free of freight charges to Customer's location within a specified period of time. Replacement products or parts are new or equivalent to new in performance.

NETAŞ will provide NETAŞ supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

NETAŞ will confirm that the ordered part will be shipped or delivered in advance of the defective part receipt, within the Hardware Exchange service-level. The Customer must deliver or ship the defective product or parts to NETAŞ within five (5) business days of receipt of the replacement product or part and must obtain a prepaid insurance receipt, which should be retained by the Customer as proof of shipment to NETAŞ.

The replaced product becomes the property of NETAŞ upon deinstallation. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts needs to bought retention services or will be billed and required to pay for the replacement units.

If the defective product or part is not delivered to service personal/representative from NETAŞ or received by NETAŞ within 10 business days of the Customer's receipt of the replacement product, the Customer will be charged the replacement product's list price.

Consumable items including, but not limited to, removable media, Customer-replaceable batteries, maintenance kits, and other supplies, as well as user maintenance, are not covered by this service:

- ✦ For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. NETAŞ will work with the Customer to recommend a replacement.

NETAŞ reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer. Additionally, requests to schedule on-site support will incur additional cost and are subject to NETAŞ availability.

6.2 Media and Hardware Retention Services

The "Media Retention" and "Hardware Retention" service feature options are available for on-site service levels and apply only to eligible data retentive components replaced by NETAŞ due to malfunction. The options do not apply to Exchange service levels or any exchange of data retentive components that have not failed. The components that can be retained under these service features are outlined in the document. Check Table 6.2

Data retentive components that are specified by NETAŞ as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer’s operating manual, the product manuals, or the technical data sheet are not covered by this service.

Media Retention - **MR** service and Hardware Retention - **HR** service coverage for options designated by NETAŞ as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on data retentive components covered by **MR** service and **HR** service are constantly monitored, and NETAŞ reserves the right to cancel this service with 30 days’ notice if NETAŞ reasonably believes that Customers are overusing the Media Retention service and Hardware Retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

If Customers choose to retain repair parts covered under the MR and/or HR service feature options, it is their responsibility to:

- ✦ Retain covered data retentive components that are replaced during support delivery by NETAŞ
- ✦ Ensure that any Customer sensitive data on the retained component is destroyed or remains secure
- ✦ Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide NETAŞ with identification information such as the serial number for each component retained hereunder, and upon NETAŞ request, execute a document provided by NETAŞ acknowledging the retention of the data retentive component
- ✦ Destroy the retained data retentive component and/or ensure that it is not put into use again
- ✦ Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by NETAŞ to Customers as loaned, rented, or leased products, Customers will promptly return the replacement components at the expiration or termination of support with NETAŞ. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to NETAŞ, and NETAŞ shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

Table 6-2 Media and Hardware Retention Service features

Features	NETAŞ Media Retetion	NETAŞ Hardware Retention
Available as an extension on NETAŞ NCS hardware on-site offers	X	X
Available for 3, 4 and 5 years	X	X
Allow you to retain disk drives	X	X
Covers any product which has memory or other way of storing data		X
Allows you to keep all data retentive components such as memory, I/O cards, network cards, controllers, network devices, CPU,		X
Enhances data security for on-site operational support services	X	X

Chapter 7

SOFTWARE SUPPORT

Software updates are not available for all software products. For some products, software updates include only minor improved features. New software versions must be purchased separately.

To be eligible to purchase this service, Customers must be properly licensed to use a currently supported revision of the software at the time the support agreement coverage begins; otherwise, additional charges may be applied to bring the product into service eligibility.

The Customer will:

- ✦ Take responsibility for registering to use the NETAŞ or third-party vendor's electronic facility in order to access knowledge databases or to obtain product information. NETAŞ provides registration information to the Customer, as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility.
- ✦ Retain, and provide to NETAŞ upon request, all original software licenses, license agreements, license keys, and subscription service registration information.
- ✦ Take responsibility for acting upon software product updates and obsolescence notifications received from NETAŞ Proprietary Service Tools or the NETAŞ Support portal.
- ✦ Use all software products in accordance with current NETAŞ software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany or made available for such software updates provided under this service.

Unless otherwise agreed by NETAŞ in writing, and for those offerings not delivered by NETAŞ software, NETAŞ only provides support for the current version and the immediately preceding version of NETAŞ software, and provided that NETAŞ software is used with hardware or software included in NETAŞ specified configurations at the specified version level. Version means a release of software that contains new features, enhancements, and/or maintenance updates, or for certain software, a collection of revisions packaged into a single entity and, as such, made available to our Customers.

Customers may purchase available product support for NETAŞ software products only if they can provide evidence that they have rightfully acquired an appropriate NETAŞ license for the products, and they may not alter or modify the products unless authorized by NETAŞ at any time. Customers' right to use firmware and software updates (Updates) provided under NETAŞ Support or warranty or if otherwise made available to them is co-extensive with their license to the underlying product.

However, in addition, Customers:

- ✦ May not use Updates to provide services to third parties.
- ✦ May not make copies and distribute, resell, or sublicense Updates to third parties.
- ✦ May not copy Updates or make them available on a public or external distributed network. This means that Customers may not copy Updates for products that are not under support by NETAŞ.
- ✦ May not allow access to Updates on an intranet unless it is restricted to authorized users.
- ✦ Cannot make copies of and distribute Updates on devices that are not supported by NETAŞ.
- ✦ May make only one copy of the Updates for archival purposes or when it is an essential step in authorized use.

- ✦ May not modify, reverse engineer, disassemble, decrypt, decompile, or make derivative works of the Updates. If you have a mandatory right to do so under statute, you must inform NETAŞ in writing prior to making such modifications.
- ✦ May only copy documentation Updates if Customers purchased the right to copy them for the associated products. Copies must include appropriate NETAŞ trademark and copyright notices.

If Customers authorize a third party to act as their agent and download Updates on their behalf, using their entitlement, Customers are strictly and wholly liable for their agents' adherence to the terms of their contract with NETAŞ, including the license terms as described above. In addition, all parties must execute NETAŞ agency agreement to allow for such access by the third party.

NETAŞ may terminate the license to use the Updates upon written notice if Customers fail to comply with these terms.

Chapter 8

GENERAL PROVISIONS AND EXCLUSIONS

The Customer acknowledges and agrees that NETAŞ may use resources from outside organizations to deliver these services unless otherwise specified as part of a service feature description. NETAŞ may utilize authorized service delivery partner in Türkiye.

Some offerings, features, and coverage (and related products) may not be available in all areas. In addition, delivery of support outside of the applicable NETAŞ coverage areas may be subject to travel charges, longer response times, reduced restoration or repair commitments, and reduced coverage hours.

At the discretion of NETAŞ, service will be provided using a combination of remote diagnosis and support, services delivered on-site, and other service delivery methods. Other service delivery methods may include the delivery via courier of Customer-replaceable parts such as certain hard disk drives and other parts classified by NETAŞ as CRU parts, or an entire replacement product. NETAŞ determines the appropriate delivery method required to provide effective and timely Customer support if applicable.

NETAŞ may require Customers to use certain hardware and/or software system and network diagnostic and maintenance programs (proprietary service tools), as well as certain diagnostic tools that may be included as part of their system. Proprietary service tools are and remain the sole and exclusive property of NETAŞ and are provided as is. Proprietary service tools may reside on the systems or sites. Customers may only use it during the applicable support coverage period and only as allowed by NETAŞ and Customers may not sell, transfer, assign, pledge, or in any way encumber or convey the proprietary service tools. Upon termination of support, Customers will return the proprietary service tools or allow NETAŞ to remove these proprietary service tools. Some service features may also require Customers to:

- ✦ Allow NETAŞ to keep the proprietary service tools resident on Customers' systems or sites, and assist NETAŞ in running them
- ✦ Install proprietary service tools, including installation of any required updates and patches
- ✦ Use the electronic data transfer capability to inform NETAŞ of events identified by the software

- ✦ If required, purchase NETAŞ-specified remote connection hardware for systems with remote diagnosis service
- ✦ Provide remote connectivity through an approved communications line

Customers may not modify, reverse engineer, disassemble, decrypt, decompile, or make derivative works of the proprietary service tools. If Customers have a mandatory right to do so under statute, they must inform NETAŞ in writing prior to making such modifications. Customers must have rightfully acquired the license for any underlying firmware that will be covered under these services.

NETAŞ's ability to deliver this service is dependent upon the Customer's full and timely cooperation with NETAŞ, as well as the accuracy and completeness of any information and data the Customer provides to NETAŞ.

If Customers do not act upon the specified Customer responsibilities, at NETAŞ's discretion, NETAŞ or the NETAŞ authorized service provider will;

- i) not be obligated to deliver the services as described or
- ii) perform such service at their expense at the prevailing time and material rates.

NETAŞ reserves the right to audit Customer's installed base to verify compliance with these terms. Upon reasonable notice, NETAŞ may conduct an audit during normal business hours (with auditor's costs being at NETAŞ's expense). If a software license audit reveals underpayments, then Customers will pay to NETAŞ such underpayments. If underpayments discovered exceed 5% of the contract price, Customers will reimburse NETAŞ for the auditor costs.

NETAŞ retains the right to determine the final resolution of all support incidents.

Activities such as, but not limited to, the following are excluded from this service:

- ✦ Services required due to failure to incorporate any system fix, repair, patch, or modification provided by NETAŞ
- ✦ Services that, in the opinion of NETAŞ, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
- ✦ Operational testing of applications or additional tests requested or required by the Customer
- ✦ Services that, in the opinion of NETAŞ, are required due to improper treatment or use of the products or equipment
- ✦ Services required due to failure of the Customer to take avoidance action previously advised by NETAŞ
- ✦ Backup and recovery of the operating system, other software, and data
- ✦ Installation of any Customer-installable firmware and/or software updates
- ✦ Troubleshooting for interconnectivity or compatibility problems
- ✦ Support for network-related problems
- ✦ Any architecture optimization, performance tuning and performance-related issues
- ✦ Nonstandard usage of NETAŞ hardware or software, or usage thereof in contradiction with NETAŞ recommendations
- ✦ Unless otherwise included in Collaborative Support and Collaborative Assistance; support of third-party hardware or software running on or connected to the NETAŞ product
- ✦ Formal or informal training of technical concepts (including virtualization) required to administer or operate NETAŞ products
- ✦ Any services not clearly specified in this document

General technical guidance is limited to general usage, technical, and NETAS best practice advice for NETAS products where there are no dependencies on specific Customer environment or deployment unique configurations. Any specific advice required that is pertinent to the Customer's unique implementation requirements are outside the scope of these services and may be purchased separately.

NETAS designates firmware updates as Customer installable or noncustomer installable. Designation of updates are product and/or update specific. See product service and maintenance manuals and firmware update release notes for more information.

Due to the integrated nature of complex solutions given the interdependencies between hardware, firmware, and software, NETAS recommends that Customers separately purchase combined firmware, driver, and software updates. Firmware updates to solutions performed by Customers are at Customer's risk and any assistance associated with the upgrade process or issues resulting from an upgrade is subject to NETAS time and materials rates. For further information, contact a local NETAS sales office or NETAS sales representative for detailed information.

Customers will allow NETAS, at NETAS' s request, and at no additional charge, to modify products to improve operation, supportability, and reliability, or to meet legal requirements.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to NETAS as part of the repair process to ensure the safeguarding of the Customer's data.

Chapter 9

CUSTOMER RESPONSIBILITIES FOR SUPPORT SERVICES

Hardware products must be in good operating condition, as reasonably determined by NETAŞ, to be eligible for placement under support. Customers must also maintain eligible NETAŞ products at the latest NETAŞ specified configuration and revision levels.

If required by NETAŞ, the Customer or NETAŞ authorized representative must activate the hardware product to be supported within 30 days of purchase of this service, using the registration instructions within the documentation provided by NETAŞ, or as otherwise directed by NETAŞ.

If a covered product changes location, activation and registration (or proper adjustment to existing NETAŞ registration) are to occur within 10 days of the change.

Customers will ensure that an authorized representative is present when NETAŞ provides support at their site. The Customer must ensure the covered product(s) are fully and freely accessible to the NETAŞ authorized representative without any hinderance whatsoever prior to the delivery of the service. The Customer is responsible for removing products that are blocked from physical access and ensuring any supported products are directly accessible without the use of additional tools or equipment and do not expose the NETAŞ authorized representative to any potential health or safety hazard in order to perform the services.

Customers will provide NETAŞ access to the products covered under support; and if applicable, adequate working space and facilities within a reasonable distance of the products; access to and use of information, Customer resources, and facilities as reasonably determined necessary by NETAŞ to service the products; and other access requirements described in the relevant data sheet. If Customers fail to provide such access, resulting in NETAŞ' s inability to provide support, the NETAŞ authorized representative is under no obligation to provide support and NETAŞ shall be entitled to charge Customer for the support call at NETAŞ published service rates. Customers are responsible for removing any products ineligible for support, as advised by NETAŞ, to allow NETAŞ to perform support. If delivery of support is made more difficult because of ineligible products, NETAŞ will charge Customers for the extra work at NETAŞ published service rates.

The Customer is responsible for installing, in a timely manner, critical Customer-installable firmware updates, as well as CRU parts and replacement products delivered to the Customer.

Upon NETAŞ request, Customers will be required to support NETAŞ remote resolution efforts. Customers will:

- ✦ Start self-tests and install and run other diagnostic tools and programs
- ✦ Install Customer-installable software and firmware updates and patches
- ✦ Run data collection scripts on behalf of NETAŞ when they cannot be initiated from NETAŞ Proprietary Service Tools
- ✦ Provide all information necessary for NETAŞ to deliver timely and professional remote and on-site support and to enable NETAŞ to determine the level of support eligibility
- ✦ Perform other reasonable activities to help NETAŞ identify or resolve issues, as requested by NETAŞ

Customers will connect hardware products covered under support with cables and connectors (including fiber optics, if applicable) that are compatible with the system according to the manufacturer's operating manual.

Any NETAŞ recommendations, best practices, or general technical guidance provided is based upon information provided by the Customer with the intention to assist Customer in the areas outlined in General technical guidance and is provided at NETAŞ' s discretion. Any implementation of NETAŞ recommendations or NETAŞ best practices is outside the scope of these services. NETAŞ recommendations, NETAŞ best practices and general technical guidance is general in nature and should be tested by the Customer for applicability to their environment or through additional services available through NETAŞ.

So that Customers can reconstruct lost or altered files, data, or programs, they must maintain a separate backup system or procedure that is not dependent on the products under support.

If requested by NETAŞ, Customers will implement temporary procedures or workarounds provided by NETAŞ while NETAŞ works on a permanent solution.

Customers will notify NETAŞ if they use products in an environment that poses a potential health or safety hazard to NETAŞ employees or subcontractors. NETAŞ may require Customers to maintain such products under NETAŞ supervision and may postpone service until they remedy such hazards.

Chapter 10

TECHNICAL SERVICES OVERVIEW

NETAŞ Technical Services provides you with the flexibility to customize tasks beyond the scope of NETAŞ' s standard technical services. Highly trained technical service specialists can assist you with a variety of activities, ranging from design, implementation, and platform deployment to consolidation, migration, project management.

NETAŞ' s approach is based on thorough analysis, planning, and rapid execution to help address the technical challenges you face. Using proven techniques and processes gained from extensive experience in many successful engagements for enterprise clients, our technical specialists help you reduce the cost, time, and business risk typically associated with the broad spectrum of technical, change management, and project management activities. The end result is a solution that will help you to meet your business needs.

NETAŞ Technical Services is available for all NETAŞ supported products.

10.1 Technical Service Benefits

- ✦ Accelerates your time to solution deployment
- ✦ Allows your IT resources to stay focused on their core tasks and priorities
- ✦ Engages experienced NETAŞ technical service specialists, using NETAŞ best practices, to provide your IT staff with assistance on a wide variety of IT activities
- ✦ Reduces business risk and project costs by providing specialized skills without the burden of training personnel
- ✦ Provides supplemental assistance and services cost-effectively when purchased in conjunction with your hardware and software
- ✦ Provides service delivery by a highly experienced technical service specialist
- ✦ Addresses a wide range of activities, including but not limited to design, implementation, consolidation, migration, host deployment, project management, and onsite technical familiarization
- ✦ Provides a customized solution that addresses your specific needs

10.2 Service Limitations

Activities such as, but not limited to, the following are excluded from this service:

- ✦ Service deployment on hardware covered by a third-party maintenance contract
- ✦ Services that, in the opinion of NETAŞ are required due to unauthorized attempts by non-NETAŞ personnel to install, repair, maintain, or modify hardware, firmware, or software
- ✦ Service deployment on hardware not covered by NETAŞ warranty or NETAŞ support agreement

Chapter 11

TECHNICAL SERVICES OPTIONS

NETAS provides you with broad range of technical services options. Check the Table 11-1.

Table 11-1 Technical Services Options

Installation, Implementation & Consultancy	
Hardware initial /On-Site per host	
Physical installation, hw startup, firmware update	
OS Standard deployment /Online	
Standart deployment according to the regarding vendor	
1	Vmware ESXI per host
2	Vmware ESXI cluster (up to 6 host) w/o hosts
3	Red Hat/Suse Enterprise per host
4	Ubuntu per host
5	Windows per host
6	Windows HyperV per host
7	Windows HyperV cluster (up to 6 host) w/o hosts
OS Customized Installation /Online	
Customized installation according to customer	
1	Vmware ESXI per host
2	Vmware ESXI cluster (up to 6 host) w/o hosts
3	Red Hat/Suse Enterprise per host
4	Ubuntu per host
5	Windows per host
6	Windows HyperV per host
7	Windows HyperV cluster (up to 6 host) w/o hosts
OS Standard deployment /On-Site	
Standart deployment according to the regarding vendor	
1	Vmware ESXI per host
2	Vmware ESXI cluster (up to 6 host) w/o hosts
3	Red Hat/Suse Enterprise per host
4	Ubuntu per host
5	Windows per host
6	Windows HyperV per host
7	Windows HyperV cluster (up to 6 host) w/o hosts
OS Customized Installation /On-Site	
Customized installation according to customer	
1	Vmware ESXI per host
2	Vmware ESXI cluster (up to 6 host) w/o hosts
3	Red Hat/Suse Enterprise per host
4	Ubuntu per host
5	Windows per host
6	Windows HyperV per host
7	Windows HyperV cluster (up to 6 host) w/o hosts
Consultancy	
1	Mid
2	Senior

Chapter 12

GENERAL PROVISIONS AND EXCLUSIONS

NETAŞ reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

NETAŞ reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

NETAŞ' s ability to deliver this service is dependent upon the Customer's full and timely cooperation with NETAŞ, as well as the accuracy and completeness of any information and data the Customer provides to NETAŞ.

Chapter 13

CUSTOMER RESPONSIBILITIES FOR TECHNICAL SERVICES

The Customer will:

- ✦ Contact a NETAŞ service specialist within 90 days of date of purchase to schedule the delivery of the service
- ✦ Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the NETAŞ service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise, be available to assist NETAŞ in facilitating the delivery of this service
- ✦ Allow NETAŞ appropriate access to all locations where the service is to be performed so that the service may be performed effectively, efficiently, and safely
- ✦ Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- ✦ Provide any prerequisite equipment or materials
- ✦ Coordinate service deployment on third-party-maintained products (if applicable) with NETAŞ

Glossary

AC

- Alternating Current

ACL

- Access Control List

AI

- Artificial Intelligence

ARM

- Advanced RISC Machines

BIOS

- Basic Input/Output System

BMC

- Baseboard Management Controller

COM

- Component Object Model

CPU

- Central Processing Unit

CRU

- Customer Replaceable Unit

DC

- Direct Current

DDR

- Double Data Rate

DNS

- Domain Name System

FCC

- Federal Communication Commission

FPGA

- Field Programmable Gate Array

FRU

- Field Replaceable Unit

GPU

- Graphics Processing Unit

GUID

- Globally Unique Identifier

HDD

- Hard Disk Drive

HR

- Hardware Retention

HTML

- Hyper Text Markup Language

I/O

- Input/Output

IEC

- International Electrotechnical Commission

IPMI

- Intelligent Platform Management Interface

ISO

- International Organization for Standardization

ISV

- Independent Software Vendor

KVM

- Keyboard, Video and Mouse

MR

- Media Retention

MTBF

- Mean Time Between Failures

MTTR

- Mean Time to Recovery

NCS Support Portal

- NETAŞ NCS Server support portal

NIC

- Network Interface Card

NVMe

- Non-Volatile Memory Express

O&M

- Operation & Maintenance

OCP

- Open Computer Project

PC

- Personal Computer

PCIe

- Peripheral Component Interconnect Express

RAID

- Redundant Array of Independent Disks

SAS

- Serial Attached SCSI

SATA

- Serial ATA

SEL

- System Event Log

SLO

- Service Level Option

SMBIOS

- System Management BIOS

SNMP

- Simple Network Management Protocol

SSD

- Solid State Drive

SSH

- Secure Shell

TAM

- Technical Account Manager

TCM

- Trusted Cryptography Module

TPM

- Trusted Platform Module

UEFI

- Unified Extensible Firmware Interface

UID

- Unit Identification Light

UPI

- Ultra-Path Interconnect

USB

- Universal Serial Bus

VGA

- Video Graphic Adapter

iSAC

- Integrated Server Administrator Controller

