

The background of the cover features a stylized blue globe with a network of white lines and dots overlaid, set against a dark blue space background with stars. A green-to-blue gradient bar is at the top left.

NUTANIX WORLDWIDE

Support Program Guide

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1. INTRODUCTION

Thank you for choosing Nutanix products and support offerings. Nutanix Worldwide Support offers world-class programs to meet your organization's technology needs. We recognize the investment you have made in our products and would like to complement this with highly responsive, quality support to ensure your success.

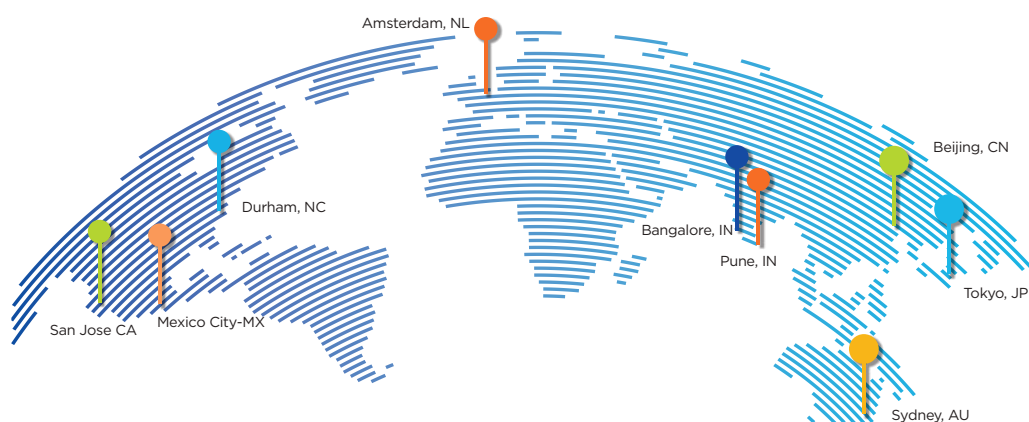
Your business is of great value to us and as part of our commitment we've created this Support Program Guide to answer your questions about our support service offerings and features.

1.1 Highlights

- Worldwide presence with support centers in United States (East Coast-Durham, NC and West Coast-San Jose, CA), Sydney-AU, Beijing-CN, Tokyo-JP, Mexico City-MX, Amsterdam-NL, Bangalore-IN and Pune-IN
- Leading technology experts consisting of VCPs, vExperts, CCIEs, MSFT, Linux and Nutanix Platform Professionals with years of experience in supporting data center solutions
- 24x7x365 support availability with four-hour parts replacement for customers with mission critical applications
- Access to the Nutanix Support Portal for proactive support and the latest information on our products, knowledge base articles, documentation, downloads and FAQs
- State of the art replication labs in all major geographies for quick and efficient turnaround of requests



2. NUTANIX SUPPORT (SYSTEMS RELIABILITY ENGINEERS) TEAMS AROUND THE GLOBE



Nutanix SRE Teams are located in Australia, Japan, China and India (Bangalore and Pune), Netherlands, Mexico (Mexico City), and the United States (East Coast-Durham, NC and West coast-San Jose, CA). Nutanix uses the “Follow the Sun Support Model” to support customers 24 hours a day, 7 days a week, 365 days a year.

SUPPORT TIERS	DESCRIPTION
Production (Platinum)	Ideal for business critical workloads
Mission Critical (Platinum Plus)	Ideal for mission critical workloads
	Additional features include shorter response cycles, direct access to senior engineers, advanced analytics, faster parts dispatch and root cause analysis.



3. PRODUCTION SUPPORT PROGRAM (PLATINUM)

Nutanix's Production support program is designed for mid to large-size enterprises that operate business-critical 24x7 operations. The Production service plan entitles customers to 24-hour access to support personnel, priority call and case handling, and next business day on-site break-fix service for the Nutanix appliance. This program is available as a 1 to 5 year package.

3.1 Features

- **24x7 telephone and web support:** Nutanix's Systems Reliability engineers can answer technical questions and assist with equipment operation 24 hours a day. Local in-country numbers are available at: <https://www.nutanix.com/support-services/product-support/support-phone-numbers>
- **Priority call handling:** Customer calls to Nutanix are given priority status and handled by the next available support engineer.
- **Software subscription plan:** The customer is entitled to all versions of released software, including bug fixes, patches and major releases issued during the period the support contract is in effect. Note that additional features implemented in new versions may require purchase of an additional license to use the new feature. Customers with a current software subscription will be alerted to new releases and can download them from a location provided by Nutanix support. Please refer to the "Software End of Life (EOL) Policy" sections (pages 27-28) for more details. You can also find the current hardware and software policies on our website <https://www.nutanix.com/support-services/product-support/support-policies-and-faqs>
- **Alerts and Pulse monitoring:** An automated alert system sends regular system status reports and alerts when critical system events occur to Nutanix support. Nutanix support engineers use information from these notifications to respond to, and prevent, potential problems, or to quickly resolve problems that are identified. After a hardware component failure is confirmed, Nutanix will dispatch a part and a service technician to remediate the error. To learn more about Pulse and how the alert monitoring works, please visit our site at: <http://go.nutanix.com/rs/nutanix/images/pulse-datasheet.pdf>

Pulse monitoring proactively identifies events such as:

- Drive failure
 - Fan failure
 - Power supply module failure
 - Software events
 - Temperature issues
- [Spares support and integrated logistics planning](#). Next Business Day (8AM-5PM), Nutanix stocks spares in strategic locations in North America, EMEA and APJ.
 - [On-Line resources](#): Nutanix's Support web portal offers extensive product documentation, access to software, patches, knowledge base, unprecedented search capabilities and other helpful information. Customers may create cases at any time by entering a case on the support web site at portal.nutanix.com. If you require a support account, please self-register at portal.nutanix.com. In case of issues with account creation, please e-mail portal-accounts@nutanix.com. If you require emergency assistance, please contact us by using our local in-country numbers which you can find at <https://www.nutanix.com/support-services/product-support/support-phone-numbers>



4. MISSION CRITICAL SUPPORT PROGRAM (PLATINUM PLUS)

Nutanix's Mission Critical program is designed for large enterprises that operate Nutanix products in a mission-critical 24x7 environment and cannot afford to take any downtime. The Mission Critical service plan entitles customers to priority call and case handling 24 hours a day, direct access to senior level engineers, and up to 4 hours on-site service. This program is available as a 1 to 5 year package.

4.1 Features

- **24x7 telephone and web support:** Nutanix's Systems Reliability engineers can answer technical questions and assist with equipment operation 24 hours a day. Local in-country numbers are available at <https://www.nutanix.com/support-services/product-support/support-phone-numbers>
- **Priority call handling:** Customer calls to Nutanix are given priority status and handled by the next available support engineer. The response times SLA are twice as quick as any other service level. Furthermore, this level of service provides guaranteed access to senior level engineers.
- **Up to 4 hours parts delivery:** When on-site hardware service is required, Nutanix will dispatch authorized service personnel to the customer's site to restore equipment to normal operation. Technicians will arrive on-site up to 4 hours after the defective part has been diagnosed by Nutanix. This service will be available 24x7x365 days of the year. Customers who prefer not to wait for on-site repair may buy a spares kit which includes parts that are considered likely to need replacement.
- **Software subscription plan:** The customer is entitled to all versions of released software, including bug fixes, patches and major releases issued during the period the support contract is in effect. Note that additional features implemented in new versions may require purchase of an additional license to use the new feature. Customers with a current software subscription will be alerted to new releases and can download them from a location provided by Nutanix support. Please refer to the "Software End of Life (EOL) Policy" sections (pages 27-28) for more details. You can also find the current hardware and software policies on our website <https://www.nutanix.com/support-services/product-support/support-policies-and-faqs>

- **Alerts and Pulse monitoring:** An automated alert system sends regular system status reports and alerts when critical system events occur to Nutanix support. Nutanix support engineers use information from these notifications to respond to and prevent potential problems, or to quickly resolve problems that are identified. After a hardware component failure is confirmed, Nutanix will dispatch a part and a service technician to remediate the error. To learn more about Pulse and how the alert monitoring works, please visit our site at: <http://go.nutanix.com/rs/nutanix/images/pulse-datasheet.pdf>

Pulse monitoring proactively identifies events such as:

- Drive failure
 - Fan failure
 - Power supply module failure
 - Software events
 - Temperature issues
- **Spares support and integrated logistics planning.** For timely problem resolution, Nutanix stocks spares in strategic locations in North America, EMEA and Asia.
 - **On-Line resources.** Nutanix's Support web portal offers extensive product documentation, access to software, patches, knowledge base, unprecedented search capabilities and other helpful information. Customers may create cases at any time by entering a case on the support web site at portal.nutanix.com. If you require a support account, please self-register at portal.nutanix.com. In case of issues with account creation, please e-mail portal-accounts@nutanix.com. If you require emergency assistance, please contact us by using our local in-country numbers which you can find at <https://www.nutanix.com/support-services/product-support/support-phone-numbers>.



5. COMPARE PRODUCT SUPPORT PROGRAMS

Software Support

	PRODUCTION SUPPORT	MISSION CRITICAL SUPPORT
Technical Support	24x7x365	24x7x365
Priority 1	1 hour	30 minutes
Priority 2	4 hours	2 hours
Priority 3	8 hours	4 hours
Software Support: Major & minor maintenance, patch releases, upgrades	✓	✓
Direct Routing to Senior-Level Engineers		✓
Root Cause Analysis*		✓
Nutanix Insights	✓	✓
Automatic Support Monitoring	✓	✓
Maximum Number of Support Admins Per Contract	6	Unlimited

* In the event there is an incident that affects system availability, and upon customer request, we will provide root cause analysis for Priority 1 support requests

Cloud Services Support

	COMMUNITY SUPPORT	PRODUCTION SUPPORT
Technical Support	next.nutanix.com	24x7x365
Target Response Times		
Priority 1	NA	1 hour
Priority 2	NA	4 hours
Priority 3	NA	NBD
Direct Routing to Senior-Level Engineers	next.nutanix.com	✓
Contract Term	Free Trial Period	Monthly, Annual or Multi-year

When purchasing Nutanix Enterprise Cloud OS software, customers have the choice to also purchase Nutanix NX appliances, or select a validated hardware platform directly from third-party vendors.

HARDWARE SUPPORT FOR NUTANIX NX

	PRODUCTION SUPPORT	MISSION CRITICAL SUPPORT
Hardware Replacement: Duration of parts arrival on-site after diagnosis	NBD (8AM-5PM)*	4-hour parts replacement**
Field Engineering for Parts Replacement	NBD (8AM-5PM)***	✓

* The full description of NBD delivery by region can be found at <https://www.nutanix.com/support-services/product-support/support-policies-and-faqs>

** 4-hour arrival guarantee not available in all locations

*** After hours is available for purchase as an add-on to Production Support. Details: <https://www.nutanix.com/support-services/product-support/support-policies-and-faqs>



6. ADDITIONAL SUPPORT OFFERINGS

6.1 U.S. Federal Support

Support Services specifically designed for U.S. Federal agencies, their Service Providers, Systems Integrators, and Federal Contractors to meet the unique requirements of the U.S. Government. For full details please visit: <https://www.nutanix.com/content/dam/nutanix/resources/support/federal-support-service.pdf>

6.2 Designated Support Engineer (DSE)

Nutanix Designated Support Engineer (DSE) service is a value-added support offering that provides personalized support when you need direct and priority access to a senior technical expert knowledgeable of your unique IT environment. The DSE is backed by an award-winning support organization that has received a Net Promoter Score (NPS) exceeding 90 over the past six years. The DSE is one of the most valuable assets to add to your support solution helping your organization:

- Minimize the impact of critical issues when running mission critical workloads on Nutanix technologies
- Improve system availability by providing guidance from lessons learned and proactively assisting with software updates and upgrades
- Reduce time to resolution by integrating, in a personalized way, with your operations team

Your DSE is a named member of our award-winning Nutanix Support organization assigned to focus on your Nutanix solution. Your DSE brings in-depth product knowledge and acts as an extension of your operations team while supporting the entire Nutanix stack - all Nutanix features and functionality, Hypervisor(s), Compute, Storage and Networking.

For more details, please visit: <https://www.nutanix.com/content/dam/nutanix/resources/support/nutanix-designated-support-engineer-service.pdf>



7. NON-RETURNABLE DRIVE (NRDK) PROGRAM

Nutanix NRDK support option is available to customers who need to keep your defective hard drives (HDDs or SSDs) that require replacement, in order to comply with data security compliance regulations.

The NRDK program is an optional add-on to existing support packages. The program applies to all existing models of the Nutanix product. Customers are responsible for disposing of the replaced drives in agreement with their own data security compliance requirements and other applicable laws.

Service Terms:

- NRDK option is only available for purchase in conjunction with one of Nutanix's support programs
- NRDK can be purchased as an optional 1 to 5 year add-on to one of Nutanix Support programs, and is available for all Nutanix product models.
- NRDK must be purchased on all drives (SSD, HDD, NVMe) in the block configuration
- NRDK must be purchased at the time of the asset purchase.
- NRDK must be purchased for the same term as the asset purchase.

Please note that both NRDK and NRNODE options are required for customers who want to maintain possession of their drives and nodes.

7.1 Non-Returnable Node (NRNODE) Program

Nutanix understands that when full nodes require replacement, you may want to keep your node in-house in accordance with your specific compliance regulations. For this reason, we offer a Nutanix NRNODE option, which eliminates the need for clients to return full nodes.

The NRNODE program can be added-on to your existing support packages. The program applies to all existing models of the Nutanix product. The client is responsible for disposing of the replaced nodes (all inclusive components) in agreement with their own data security compliance requirements and other applicable laws.

Service Terms:

- NRNODE option is only available for purchase in conjunction with one of Nutanix's support programs
- NRNODE can be purchased as a 1 to 5 year contract and is available for all Nutanix product models
- NRNODE can be purchased per node

Please note that both NRDK and NRNODE options will be required for customers that want to maintain possession of their drives and nodes.



8. UNDERSTANDING CASE PRIORITIES

All issues reported to Nutanix are assigned a priority. The priority will establish a targeted initial response level. Customers should expect to receive an initial analysis of the problem from Nutanix within the indicated time. These targeted response levels are not a guarantee of service within the timeframe.

8.1. Definitions of Priority Level and Targeted Initial Response:

Nutanix will use the following guidelines to assess issues and provide an initial response in a timely manner based on their priority level:

PRIORITY LEVELS	DESCRIPTION	TARGETED RESPONSE LEVEL (SLA)
P1	Emergency. Production System(s) are not available, are unusable in their current state, and no procedural workaround exists. Service down and/or a critical feature is unavailable. All or a substantial portion of your mission critical data is at a significant risk of loss or corruption. All data unavailability or data loss issues are assigned this priority level.	Within 1 hour (30 minutes for Mission Critical Support Program)
P2	Critical. Major inconvenience. Production System(s) are available but experiencing major functionality or performance degradation. Issues that have a direct impact to portions of business operations are affected. Important features of the Systems are unavailable with no acceptable workaround, but operations can continue in a restricted fashion.	Within 4 hours (2 hours for Mission Critical Support Program)
P3	Normal. Minor inconvenience. System(s) are having an occasional, non-critical issue that has been identified as needing to be resolved, but the issue has not greatly affected productivity. A non-critical loss of use with medium to low impact. A short-term workaround is available.	Within 8 hours (4 hours for Mission Critical Support Program)
P4	Low. Questions about documentation, processes, procedures, new account setups, or configuration. General requests about information.	By next two business days
RFE	NA	Within 5 days



9. BEST PRACTICES OF AN EFFECTIVE SUPPORT RELATIONSHIP

Based on our experience in supporting enterprise-class customers with converged infrastructures, we would like to share with you some recommendations and best practices for a highly effective support relationship.

Keep Your Profile Up to Date: We encourage you to create and maintain your profile information on the customer portal. This minimizes some of the overhead in processing your case and allows us to respond to your requests quickly and effectively.

Educate Your Administrators: We have found that customers who invest in Nutanix education courses for their Administrators and IT Staff are much more effective in defining the symptoms of problems and in working with us to resolve the underlying issue. The return on this investment is almost immediate when you consider the cost of the education versus the cost of downtime. Nutanix nu.school has a number of learning tracks starting with the Platform Professional Certification. Please contact Nutanix Training and Certification for more information at <https://www.nutanix.com/support-services/training-certification/>

Plan Ahead: Before deploying our products, you will need to review Nutanix Release Notes and other related technical documentation for your environment. These are available on the Nutanix Customer Portal. We also recommend that you carefully define your project plans and include adequate test time and a “crisis” plan to ensure your administrators know how to contact the vendors involved.

Assign Appropriate Resources: Individuals assigned to deploy Nutanix should be experienced in the installation, operation, and maintenance of the hardware. Many installation issues are actually issues with 3rd party components and software.

Utilize Self-Help: Organizations can take full advantage of Nutanix self-help tools available on the Nutanix Portal. Here, you can find technical documentation, knowledge base solutions, discuss issues with other administrators in our Discussion Forum, and reference our white papers, tech notes and compatibility guides.

Enabling Alerts and Remote Tunnel Access: To the extent allowed by your organization's security policies, we encourage you to use the product's Pulse and Alerts (e-mail home) feature, which, when enabled, sends all alerts to a central case management system thus notifying the support staff to proactively respond with corrective action. The Remote Tunnel – when enabled, allows support staff to login remotely via a secure SSH tunnel to proactively diagnose Acropolis Operating System (AOS) and resolve any alerts which may have been triggered from Pulse and Alerts or from the customer. Benefits of Pulse are at <http://go.nutanix.com/rs/nutanix/images/pulse-datasheet.pdf>

Provide Complete and Accurate Information: As with any troubleshooting process, accurate and timely resolution depends on accurate and timely information. For any crashes, hangs or latency issues, the SRE will ask you for various logs to correlate the operations, and get to the root cause. We appreciate you providing the necessary information in a timely manner, so we can make progress.



10. NUTANIX TEAM ROLES AND RESPONSIBILITIES

Nutanix has a number of roles in the Worldwide Support Organization. Your understanding of which group you are speaking with and what their responsibilities are goes a long way in streamlining issues.

Systems Reliability Engineer (SRE): Your support cases are assigned to an SRE and they are your main contact for providing technical support and guidance. Their responsibilities include:

- Responding to support cases on the phone and by e-mail
- Recreating customer technical environments
- Researching, identifying and resolving product technical issues
- Working with cross-functional teams within Nutanix to resolve issues
- Documenting case notes accurately, and developing solutions for the knowledge base

Customer Service Advocates (CSA): CSA responsibilities include:

- Providing licensing and portal support for Nutanix products
- Ensuring that we log your issue (non-technical) accurately in our call tracking system
- Setting appropriate expectations regarding initial response times based on your support agreement
- Working with cross-functional teams within Nutanix to resolve issues
- Updating customer profiles and support cases with all relevant information

Field Engineers – Part and FE Dispatches require customer personnel on site to sign for part delivery and grant FE access upon arrival. Every effort is made to ensure the FE is scheduled to be on site within an hour of the committed part delivery. Field Engineer activity when servicing the customer site:

- Meet with on-site contact, verify the correct part has been received and gain access to equipment.
- Call in to Nutanix SRE prior to performing hardware repair/replacement. The FE does not perform any hardware or software troubleshooting and relies on the remote Nutanix SRE for software subject matter expertise and to prepare the environment for hardware replacement.
- Confirm with Nutanix SRE that HW has been repaired and system restoration has been initiated.

- Prepare the defective part for shipment and provide it to the customer or site contact for return mailing. The FE does not take the part offsite; the customer is responsible for return mailing of the part.
- Released by customer.

Development Engineering: This team is responsible for developing new releases, with new features, as well as maintaining the in-market code lines, including bug fixes and maintenance and patch releases

Product Management: This team is responsible for soliciting customer input and looking at industry trends to define new features for new releases. The product roadmap can be shared with customers, on-demand.

Support Managers: Member of the Support Management team within Nutanix regional support centers acting as a Duty Manager and coordinating customer escalations when required.



11. SUPPORT CASE LIFE CYCLE

All Support cases, whether opened through the web or the phone, go through a consistent lifecycle. The stages of the case lifecycle include:

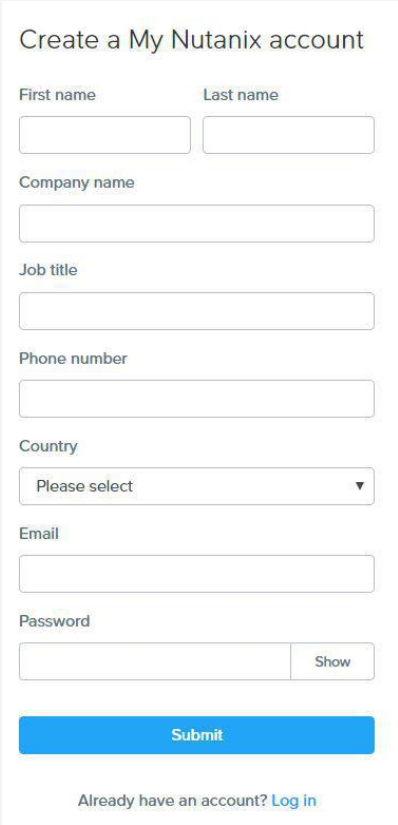
1. Creating your profile with a product serial number
2. Collecting information to help troubleshoot the problem
3. Creating a Support Case
4. Working the issue with the Systems Reliability Engineer (SRE), in conjunction with other parts of the Nutanix organization
5. Schedule a Support Case
6. Escalating a Support Case
7. Resolving and Closing a Support Case

11.1 CREATING YOUR PROFILE

If you are new to Nutanix Support, we need to create a personal profile on our Customer Portal. In order to do so, please go to the Nutanix Customer Portal at www.portal.nutanix.com and click on “Sign up now”.

The screenshot shows the Nutanix Customer Portal login interface. At the top, it says "Welcome to My Nutanix". Below this are two input fields: "Email" and "Password". To the right of the "Password" field is a link that says "Forgot password?". Below the input fields is a blue "Log in" button. Underneath the button is the text "OR". Below "OR" are two links: "Log in with your Company ID" and "New to Nutanix? Sign up now".

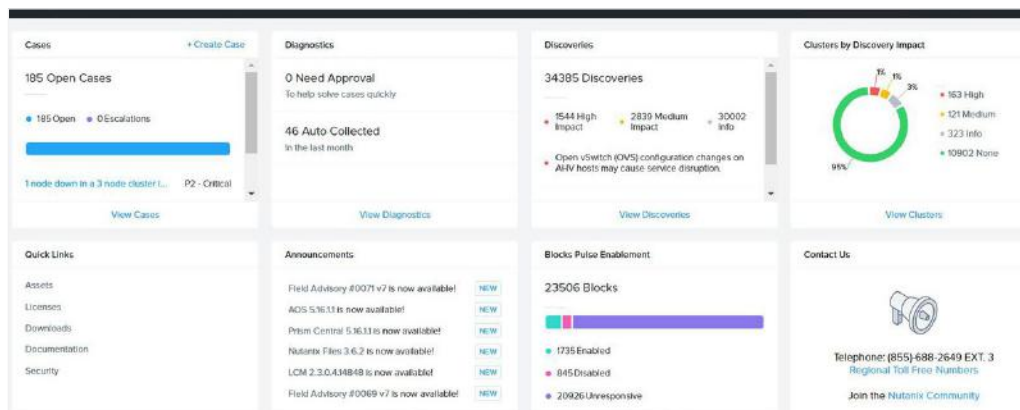
This will bring you to the following page, where you can register for a my.nutanix.com account. This account is your gateway into various online web properties tools provided by Nutanix.



The image shows a registration form titled "Create a My Nutanix account". The form is centered on a light gray background. It contains the following fields and elements:

- First name** and **Last name**: Two separate text input fields.
- Company name**: A single text input field.
- Job title**: A single text input field.
- Phone number**: A single text input field.
- Country**: A dropdown menu with the text "Please select" and a downward arrow.
- Email**: A single text input field.
- Password**: A text input field with a "Show" button to its right.
- Submit**: A large blue button with the word "Submit" in white text.
- Footer**: A link that says "Already have an account? [Log in](#)".

Once you have successfully logged in, you'll be brought to the main landing page. This is a good time to go into the Assets > Blocks and/or "Assets > Clusters tab from navigation menu and edit the install location and contact information to confirm it is current. By doing so, it helps the Nutanix SRE working on your case to understand your environment as soon as they engage with you, and ensures that any replacement parts are shipped to the right address.



11.2 Collecting Information to Troubleshoot your problem

A majority of issues that need diagnosis require the following information for advanced troubleshooting:

- System Serial Number or S/W registration/subscription ID
- Cluster ID
- Software Versions of all relevant software (Nutanix OS and Hypervisor)
- Time System became unavailable
- Whether the issue is reproducible
- Steps taken thus far in remediation
- Results of Nutanix Cluster Check (NCC)
- Workload characteristics - Applications running and number of VMs per block

Please submit these when you create a case through the Choose Files button on the next page, or uploading it to the FTP server.

11.3 Creating a Support Case

When opening a case on the web, the fields required to be filled in are fairly self-explanatory. The fields “Priority” and “Issue” have pulldown menus. The “Subject” and “Problem Description” fields define the problem. Please describe the issue in as much detail as possible, this helps us determine if there is a known document that can help immediately, and if not allows the SRE to perform initial troubleshooting and research before initiating contact.

Please use the “Priority” field per the definitions earlier in this documentation, to ensure timely response and setting our expectations about the impact to you.

Via Phone

An alternative mechanism for case creation is through the phone. The main international number for Nutanix Support is: +1-855-NUTANIX, Option 3.

Other local country toll free numbers are constantly being added to the Nutanix Support web page, and are available at: <http://www.nutanix.com/support>

If an SRE is available when you call, the call will be handled by them directly. In case of overflow, the call will roll over to our Customer Service team who will log the Support case on your behalf. They will need the following information to do so:

- Account Name
- Your full name
- Your phone number
- Your e-mail address
- Whether the issue is service impacting (Priority 1)
- Case Subject: <A brief description of the issue/symptom>
- Case Description: <Detailed description of the issue>

Via the Support Portal

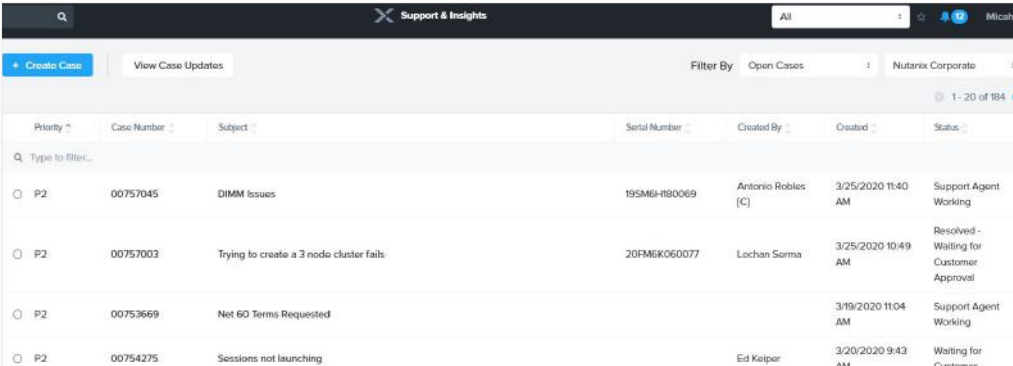
The screenshot shows the Nutanix Support Portal case creation form. It includes fields for Product (Foundation), Subject (Please Select), Issue (Please Select), Priority (Please Select), and Problem Description. There are also links for 'Ask the community' and 'Find My Serial Number'. A 'Recommended Solutions' section is visible below the form fields. At the bottom, there is a 'Submit' button and a link to 'Ask the community'.

11.4 Working the Issue

An SRE is assigned to your case and owns your problem until we mutually agree the issue can be closed. He or she will contact you via email and/or phone as appropriate during the resolution process. Your responsibility is to have the appropriate people and resources available to work with the SRE during the service hours defined in your support agreement. We will inform you if we need to reassign your case for better skills or time zone match.

The SRE works with you to try to resolve the issue, taking whatever step is necessary to first fully diagnose the problem and then to find a solution. This may involve:

- Asking you for more information
- Asking you to install specific software and/or patches
- Asking for specific debug data from your machine
- Trying to reproduce the problem on our test machines
- Verifying software bugs with our engineering
- Asking you to implement and test workaround suggestions that may avoid the problem
- Asking you to involve your staff to help troubleshoot
- Working with you to involve relevant third-party software or hardware vendors (if we suspect a problem in their product).
- You can view the status of your case and annotate it through the Customer Portal.



The screenshot shows the 'Support & Insights' portal interface. At the top, there's a search bar and a 'Filter By' dropdown set to 'Open Cases'. Below this, a table lists support cases with columns for Priority, Case Number, Subject, Serial Number, Created By, Created, and Status. The table contains four rows of data, each with a radio button in the Priority column.

Priority	Case Number	Subject	Serial Number	Created By	Created	Status
<input type="radio"/> P2	00757045	DIMM Issues	195M6H-R80069	Antonio Robles (C)	3/25/2020 11:40 AM	Support Agent Working
<input type="radio"/> P2	00757003	Trying to create a 3 node cluster fails	20FM6K060077	Lochan Serma	3/25/2020 10:49 AM	Resolved - Waiting for Customer Approval
<input type="radio"/> P2	00753669	Net 60 Terms Requested			3/19/2020 11:04 AM	Support Agent Working
<input type="radio"/> P2	00754275	Sessions not launching		Ed Kalper	3/20/2020 9:43 AM	Waiting for Customer

11.5 Scheduling A Support Case

To request Support at a time that is most convenient, Customers can schedule a time to be reached by Nutanix Support for their case to be serviced. Either at the time of case creation or at any time during the life cycle of a support case Customers can create, view, edit or remove case scheduling with the following limitations:

- Applies to production or higher-level contracts.
- Case priority must be P3 or below.

- Scheduled time must be within the next 7 days.
- Scheduled time availability excludes:
 - a. Weekends - from Friday, 3 pm local time through Monday 9:00am local time..
 - b. Public holidays

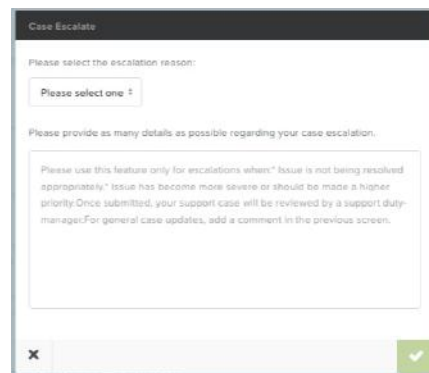
To schedule Support of a case simply navigate to the Support Portal and select > Edit, then select “Schedule Time. Choose the desired date and your local time zone to schedule case handling.

Whenever a case is scheduled, either by the Customer or Nutanix Support, an email is sent to the Customer point of contact provided in the Support Case. An example of a notification email is demonstrated below:



11.6 Escalating a Support Case

You can escalate a support case at any time through the support portal by selecting your case and clicking “Escalate”. Alternatively, you can contact your SRE, or asking to speak with the Support Manager of your region. Support escalations occur because your expectations of an issue resolution are not in line with the outlined action plan and timeframes that follow the normal resolution process.



The screenshot shows a web form titled "Case Escalate". It contains the following elements:

- A header bar with the title "Case Escalate".
- A section titled "Please select the escalation reason:" with a dropdown menu labeled "Please select one".
- A section titled "Please provide as many details as possible regarding your case escalation:" with a large text area.
- Inside the text area, there is a note: "Please use this feature only for escalations when an issue is not being resolved appropriately. Issue has become more severe or should be made a higher priority. Once submitted, your support case will be reviewed by a support duty manager. For general case updates, add a comment in the previous screen."
- At the bottom, there is a close button (X) and a submit button (checkmark).

In either case, the issue is escalated to the Worldwide Technical Support management team. The manager who takes on the escalation then creates a task force consisting of the necessary resources from Technical Support, Engineering, QA, and Product Management and formulates an action plan to address the issue.

This action plan is then shared with you, the checkpoint schedule and the milestones determined, and agreement sought on the closure criteria of the escalation. Updates are provided on the progress as agreed upon, until the issue is resolved.

11.7 Closing a Support Case

A case is closed when you confirm that a resolution has been reached, or if we do not hear from you within two weeks of a request for information, and multiple attempts have been made to contact you during this period. A case may also be closed without final resolution, with acknowledgement and agreement from you.

Customer Satisfaction Surveys

After a support case is closed you will be invited by email to fill out a short survey about your experience. Your feedback is a valuable way of measuring how well the Nutanix Worldwide Technical Services team is meeting your expectations. Customer satisfaction surveys give you the opportunity to provide us with valuable information to help improve our interactions with you, as well as any product improvement suggestions.



12. SOFTWARE END OF LIFE (EOL) POLICY, NUTANIX VERSIONING & COMPATIBILITY MATRIX

We are committed to providing high quality, supportable products to our customers. Rapidly changing technologies drive the need to introduce new products and integrations, and to retire older products. To this end, we provide an End of Life (EOL) Policy so that our customers and partners understand our product release and support cycles and how these relate to hardware compatibility for hardware platforms on our Hardware Compatibility List. This EOL Policy only pertains to customers with an active, valid support contract (“Support”) <https://www.nutanix.com/support-services/product-support/support-policies-and-faqs>

12.1 Extended Support Policy

Extended Support is an extraordinary product which extends the standard Support term from a maximum of 5 years to 7 years when the term is within EOL of the hardware platform. When Extended Support is purchased by a customer Nutanix will provide a subset of the services outlined in the standard Support Guide. During the Extended Support term (years 6 and 7 of Support) Nutanix has no obligation to provide other Updates or Upgrades to the software release.

Nutanix’s SW product release (AOS) and maintenance roadmap drive Extended Support with testing on OEM platforms driven by Platform launch. An OEM vendor extending HW Support beyond EOL does not imply that Nutanix automatically extends software product testing on OEM platforms beyond EOL.

12.2 Third-Party Hardware and Software Policy

Nutanix has the following policy regarding the use of third party components within its devices:

- a. If a customer uses a third-party component in a Nutanix device, and a fault is traced to the use of this third-party component, then at the discretion of Nutanix, support and warranty service may be withheld.
- b. If a product fault is determined to not be related to the use of third-party components, then Nutanix will continue to support the customer per our standard support policies.

- c. At no time will hardware RMA support be provided on third-party components. If hardware is replaced, and the fault is determined to have been caused by the installation of a third-party component, Nutanix reserves the right to charge reasonable time and material rates for the service provided.

12.3 Return Material Authorization Policy

To receive replacement parts for defective material it is necessary to contact Nutanix support. Replacement products and components are shipped to end users and valued added resellers (VARs) based on dispatch instructions generated by Nutanix support personnel. All replacement parts are supplied from field distribution centers. Nutanix products and components that are covered under the terms and conditions of Nutanix's Limited Warranties ("Covered Products") and returned to Nutanix must be preauthorized by Nutanix with an RMA number marked on the outside of the package, and sent prepaid, insured and packaged appropriately for safe shipment. Only packages with RMA numbers written on the outside of the shipping carton and/or the packing slips and shipping paperwork will be accepted by Nutanix's receiving department, or its designated repair partner. All other packages will be rejected.

End User Support: Once Nutanix support personnel have determined a replacement part is needed, a replacement will be shipped. The end user will receive a dispatch number which also acts as the RMA number. Nutanix will be responsible for all freight charges for returned Covered Products or components provided Customer uses Nutanix designate carrier.

VAR Support: Once a VAR has determined there is a defective part at one of its customer sites a replacement is provided from its spare part inventory, if available. The VAR then contacts Nutanix support and request a replacement. A replacement product or component will be shipped to the VAR in advance of receiving the defective product. The VAR will receive a dispatch number which also acts as the RMA number. The VAR will be responsible to return the defective product within ten (10) business days and for all freight charges for returned Covered Products.

Non-compliance: Parts not received by Nutanix, or its designated repair partner within fifteen (15) calendar days of dispatch will be invoiced to the appropriate party (either the end user or VAR) at Nutanix's then current list price.



Nutanix makes infrastructure invisible, elevating IT to focus on the applications and services that power their business. The Nutanix Enterprise Cloud OS leverages web-scale engineering and consumer-grade design to natively converge compute, virtualization, and storage into a resilient, software-defined solution with rich machine intelligence. The result is predictable performance, cloud-like infrastructure consumption, robust security, and seamless application mobility for a broad range of enterprise applications. Learn more at www.nutanix.com or follow us on [Twitter @nutanix](https://twitter.com/nutanix).

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