

Your support, your way

Seagate offers a variety of support plans to address the requirements that are unique to your company. Whether you need to uplift or extend the standard warranty, coverage is available for up to five full years from the date of sale.

ON-DEMAND HELP

Get answers and step-by-step guidance where and when you need it, in the way that suits your business best*



ONLINE

The exclusive Seagate Service Cloud portal provides you with 24x7 access to support. Simply contact our dedicated Cloud team at frontline@seagate.com to register and receive your Cloud ID# which allows you to self-create and monitor your tickets at [Seagate.com/direct-partners](https://seagate.com/direct-partners).



EMAIL

Send an email to frontline@seagate.com, explain your issue, and let us know if you have an existing support contract with us. You will receive a Cloud ID#, which will enable you to register as a user and open a service request in the Seagate Service Cloud portal.



PHONE

Call +1-877-368-7924 (US Domestic) and talk to a support expert right away*
Call +1-303-845-3200 (International)

*Availability of support depends on the support plan you purchase. Please refer to the back of this flier, or contact your account manager, to understand specific entitlements.

PLANS TO FIT YOUR NEEDS

Talk to your sales rep about the personalized support you need. Pricing is based on type of system and its corresponding drive installation.

- On-Site Support
- Self Service
- Supplemental Secure Site Coverage

WE'RE HERE WHEN YOU NEED US

At Seagate, we are committed to ensuring that your data is safe, secure, and available to you in order to promote business continuity. Be sure to talk to your account manager today about how Seagate Systems support services can help you keep your operations running efficiently and consistently so you can focus on what you do best—your business.

**VISIT [SEAGATE.COM/DIRECT-PARTNERS/](https://seagate.com/direct-partners/) FOR MORE INFORMATION
OR TO REGISTER YOUR SEAGATE SYSTEMS TODAY!**

SUPPORT PLAN ENTITLEMENTS

ENTITLEMENT CATEGORY	SERVICE DESCRIPTION	7×24×4	8×5×NBD	SELF SERVICE	SECURE SITE COVERAGE
Help Desk	Unlimited 7×24×4 help desk support – 1-hour response	X	X	X	X
Help Desk	Escalation to level 2/3 engineers – normal business hours	X	X	X	X
Help Desk	Escalation to level 2/3 engineers – after normal business hours	X			
Help Desk	Priority escalation process for mission critical equipment	X			
Administration	Access to Seagate Service Cloud via the web	X	X	X	X
Administration	Access to web-based technical support database	X	X	X	X
Administration	Access to firmware revisions web-based technical support database	X	X	X	X
Parts Access	Access to depot spares	4 hour	NBD*	NBD*	
Parts Access	Seagate-owned on-site spares	Premium Priced Option			
On-Site Labor	Normal business hours, 9-5 local time M-F, next business day		X		
On-Site Labor	7×24 on-site service with 4-hour response	X			
Secure Site Coverage	Black-hole coverage – return COD and digital picture in lieu of HDD; may be purchased with other service plans				X

SUPPORT PLAN TERMS AND CONDITIONS

DEFINITION OF SERVICE AND SUPPORT OFFERINGS

* Quoted prices are for in-warranty systems in US and EMEA territories within 100 miles of major metropolitan areas in the support network.

- Low Density = 2U-12 and 2U-24 enclosures, High Density = 5U-84 and 4U-106 enclosures
- Optional 8×5×NBD (next business day) on-site support provided through a Seagate Systems authorized service provider (ASP) with parts dispatched from the remote stocking location in closest proximity to the customer's service location (Monday through Friday from 8:00 am to 5:00 pm local time) with next business day response time. Coverage area includes continental US and EU within 100-mile radius of major metropolitan areas in support network. 1-year duration (or 3-year and 5-year durations – available only at time of hardware purchase)
- Optional 7×24×4 on-site support through a Seagate Systems authorized service provider (ASP) with access to depot spares. Upon fault confirmation, parts are dispatched from the remote stocking location in closest proximity to the customer's service location 7×24×365. Parts will be delivered within 4 hours if customer location is within 100 miles of the remote stocking location. Coverage area includes continental US and EU within 100-mile radius of major metropolitan areas in support network. On-site support personnel are scheduled to arrive within 4 hours of fault confirmation. 1-year duration (or 3-year and 5-year durations – available only at time of hardware purchase)
- Optional Self-Service support with shipment of parts via commercial carrier for next business day delivery subject to carrier service level and customs clearance. 1-year duration (or 3-year and 5-year durations – available only at time of hardware purchase)
- Optional supplemental Secure Site Coverage purchased in addition to self-service, NBD, or 7×24×4 coverage. 1-year duration (or 3-year and 5-year durations – available only at time of hardware purchase)
- SSD annual premium charges are in addition to support contracts for 8×5×NBD, 7×24×4, and self-service coverage. Enclosures with 1 to 4, 5 to 16, and 17 to 24 solid state drives have premiums assessed based on the duration of the support contract. To calculate the premium, multiply the category price by the chosen contract duration.

seagate.com

