The Panasas PanSelect Support Services Program delivers all the service components customers expect from an enterprise-class storage company. Our services goals ensure that customers gain valuable product knowledge and develop expertise to maximize and scale their data storage infrastructure.

FEATURE	WARRANTY	PanSelect SILVER	PanSelect GOLD	PanSelect PLATINUM
Hardware Terms	1 year	1 year	1-3 years	1-3 years
Software Terms	90 days	1 year	1-3 years	1-3 years
Hardware Support				
5x9 Telephone & Web Support, 8 a.m. – 5 p.m. (Customer's Local Time), Monday – Friday (Holidays Not Included)	✓	✓	✓	✓
Extended 24x7x365 Telephone & Web H/W Support			✓	✓
Return Parts to Factory for Repair	✓			
Next Business Day Advanced Replacement Parts Delivery		✓	✓	
4-hour Parts Replacement Service				✓
Individual Site Handling Requests		✓	✓	✓
Firmware Fixes	✓	✓	✓	✓
Firmware Upgrades/Enhancements		✓	✓	✓
Enhanced Serviceability Diagnostics		✓	✓	✓
Replacement Shelf Battery Module Program (NVRAM Cache Resiliency)			✓	✓
On-site Troubleshooting				✓
Software Support				
5x9 Telephone & Web Support, 8 a.m. – 5 p.m. (Customer's Local Time), Monday – Friday (Holidays Not Included)	✓	✓	✓	✓
Extended 24x7x365 Telephone & Web S/W Support			✓	✓
Product Documentation	✓	✓	✓	✓
Software Release Notes	✓	✓	✓	✓
Knowledge Base		✓	✓	✓
Access to Product Technical Notes		✓	✓	✓
System Event Tracking via PanActive Link (User Option)		✓	✓	✓
Service Response Commitment		✓	✓	✓
Remote Diagnosis (Provided User Grants Access)		✓	✓	✓
Event Priority Based Queuing			✓	✓
Escalation Management Support			✓	✓
Securely Store Clustered Storage Infrastructure Information			✓	✓
Quarterly Account Review				✓
Technical Account Advisor				✓
Software Subscription				
Maintenance & Patch Releases	✓	✓	✓	✓
Minor Releases (May Include Subtle Feature Updates) [2]	✓	✓	✓	✓
Major Releases (Includes Performance Improvements, New Features, and Serviceability enhancements) [1][2]		✓	✓	✓

[1] All software upgrades when and if available to customers that possess a current support agreement. This includes all ActiveScale Operating System software, DirectFLOW clients and Panasas supported protocols (NFS and CIFS). The software subscription does not include the Panasas Software Development Kit (SDK), which is available for an additional fee. Software is distributed via MyPanasas and/or PanActive Link. Future protocols and/or features may be subject to additional licensing and support fees.

[2] All such software products are provided AS IS with no guarantees expressed or implied by Panasas to specific upgrades or availability.