



SANbox® 9000

Service Options

To ensure the value of your investment made in the SAN and IT infrastructure solutions, QLogic Global Services and its proven partner Alcatel-Lucent offer comprehensive support services worldwide for the QLogic SANbox 9000 products.

QLogic understands the level of technical support and expertise required to maintain shared storage environments and to safeguard the availability of mission-critical data and SAN resources. These types of environments require service offerings specifically designed for the rigors of enterprise-class IT environments.

All service plans feature a wide range of options, including 24x7 online assistance, telephone technical assistance and troubleshooting, firmware updates, and hardware repair and replacement. Expert SAN support engineers work with you to collect and analyze information, determine root cause and provide quick resolutions.



Prime Service. Designed for the most demanding IT environments with maximum system availability for mission-critical applications. Prime service provides:

- 24x7 remote technical support
- 4 hour on-site response and spares replacement

Choice Service. Designed for cost-effective support for organizations requiring next-business day support. Choice service provides:

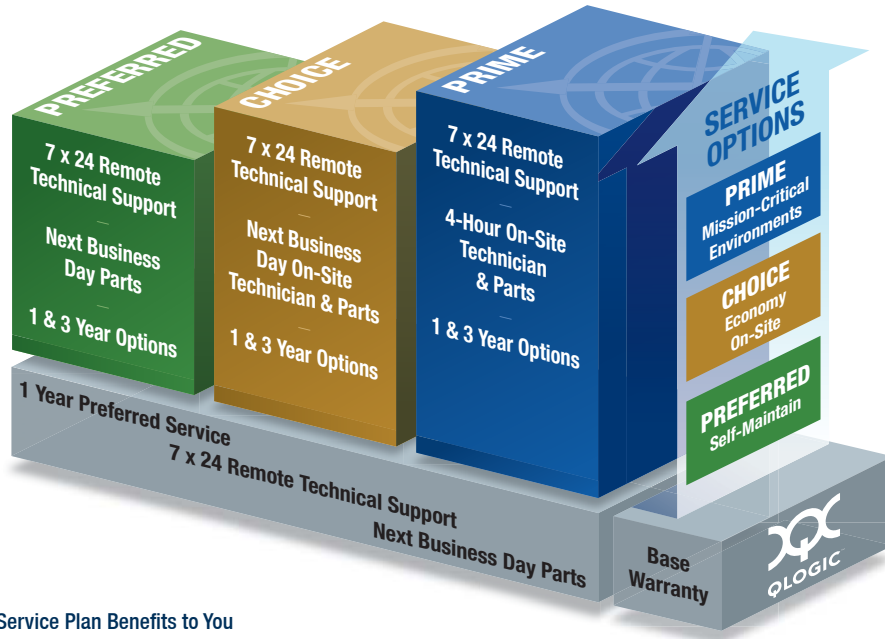
- 24x7 remote technical support
- Next business day on-site response and spares replacement

Preferred Service. Designed for self-service organizations that prefer to perform their own hardware replacement. The SANbox 9000 was specifically designed with Customer Replaceable Units (CRUs) to provide this level of service. Preferred service provides:

- 24x7 remote technical support
- Next business day spares replacement

One year of Preferred Service is included with the purchase of every SANbox 9000.





Service Plan Benefits to You

- Provide maximum availability of mission-critical data
- Maximize ROI for your SAN technology resources
- Extend the value of your SAN investments through modular scalability
- Provides high-quality, cost-effective technical service
- Provides fast, 24x7 access to SAN and application infrastructure expertise
- Aligns your service coverage with response-time and budgetary requirements

	PRIME	CHOICE	PREFERRED
Duration	Annual	Annual	1 & 3 Years
Coverage	HW/FW	HW/FW	HW/FW
Call Center	7 x 24	7 x 24	7 x 24
On-Site Service	4 hours	Next business day	Not available
Advanced Hardware Replacement	4 hours	Next business day*	Next business day*
Firmware Upgrades	Patches and releases	Patches and releases	Patches and releases
Shipping Costs	Both ways	Both ways	Both ways

*Replacement parts ship same business day.



Corporate Headquarters QLogic Corporation 26650 Aliso Viejo Parkway Aliso Viejo, CA 92656 949.389.6000

Europe Headquarters QLogic (UK) LTD. Surrey Technology Centre 40 Occam Road Guildford Surrey GU2 7YG UK +44(0)1483 295825

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