

## Global Customer Support

Global Customer Support offers world-class capability that helps customers fully leverage their Tintri investments. Available 24 hours a day, 365 days a year, our technical support staff and online tools provide next business day and four-hour on-site support plan options.

## Online Support Web Portal

We provide a wide variety of online support materials that will answer most questions. Through the Support Portal, customers have access to:

- System registration
- Support case creation, updates, and file uploads
- Access to software releases, updates, release notes, and service bulletins
- Access to white papers and knowledgebase documents

## Contact Customer Service

### Online Support Web Portal:

[www.tintri.com/support](http://www.tintri.com/support)

The Online Support Web Portal is the optimal method of contacting Tintri Customer Services. The portal allows for the quickest and most detailed case creation.

### Email:

VMstore - [support@tintri.com](mailto:support@tintri.com)  
IntelliFlash - [support@tegile.com](mailto:support@tegile.com)  
NexentaStor - [support@nexenta.com](mailto:support@nexenta.com)

## Escalation Procedure

Escalations are high-impact, high-visibility issues we classify as Severity 1 or Severity 2.

Customers in with an active support contract can request an escalation by calling 1-855-4-TINTRI (1-855-484-6874), option 2, or outside of North America, at the numbers to the right.

When requesting an escalation ask for the Support Duty Manager and a member of our support management team will respond, to provide the assistance you require.

## Technical Support Severity Levels and Support Level Agreement (SLA)

Tintri prioritizes all cases according to their impact on the customer and based on industry-standard definitions:

- Contact SLA measured to initial technical engagement.
- During troubleshooting, priority can be either upgraded or downgraded.

Severity	Definition	Response SLA	
		Gold	Platinum
Severity 1	Critical Impact: No access to data; data integrity at risk	Two hours	30 Minutes
Severity 2	Major Impact: Partial or intermittent access to data; severely degraded performance; severe redundancy degradation	Four hours	Two hours
Severity 3	Moderate Impact: Operational with functional limitations; performance degraded due to break/fix issue	12 hours	Six hours
Severity 4	No Immediate Impact: Operational documentation and general questions	48 hours	24 hours

## Phone

### VMstore

North America  
+1-855-484-6874

Australia  
1-800-793-385

Belgium  
+32-78480321

China  
400-120-3149

Denmark  
+45-69918109

Finland  
0800-915-908

France  
0805-080261

Germany  
0800-100-4715

### IntelliFlash

North America  
+1-855-483-4453

Australia  
1-800-937-949

### NexentaStor

North America  
+1-877-700-3005

France  
+33 (800) 913459

Hong Kong  
800-906-185

India  
000-800-100-7094

Ireland  
1-800-904-123

Israel  
1-809-349-265

Italy  
+39-199241408

Japan  
0800-111-9510

Kazakhstan  
+8-800-333-4231

Malaysia  
1-800-814-478

Belgium  
0800-261-89

Germany  
0800-184-4300

Japan  
+81 (800) 100-0072

Netherlands  
+31 (800) 0200 733

Netherlands  
+31-858880300

Norway  
800-17-366

Philippines  
800-1-116-1204

Portugal  
800-180-113

Russian Federation  
+8-800-100-9431

Singapore  
800-130-2126

South Africa  
+27-875502285

South Korea  
003-0813-2776

India  
000-800-050 1527

Netherlands  
0800-022-7749

United Kingdom  
+44 (800) 014-8436

Spain  
+34-518880087

Sweden  
+46-770791819

Switzerland  
0800-848-831

Taiwan  
00801-14-7056

United Kingdom  
0808-134-9912

Switzerland  
0800-554-337

United Kingdom  
0808-234-2044



## Support Plans

Support beyond the basic hardware warranty requires a support plan. The support levels allow customers to choose a plan that fits their specific requirements, IT needs, and business goals. Customers can easily adjust support levels as their business grows and evolves.

Plan	Hardware	Availability	Downloads
Gold	Next business day parts and labor on-site	24x365: Web, email, phone	All software releases and updates
Platinum	Within four hours, parts and labor on-site	24x365: Web, email, phone	All software releases and updates

Note: Hardware SLA calculation begins when the technical support team determines that part replacement is required  
Cutoff is 3:00 PM Local time. Parts/Labor arrive before COB on the NBD

## All Support Offerings

Support Offerings	Gold*	Platinum
<b>Customer Care</b>		
24x365 telephone and email assistance	✓	✓
Cloud-based intelligent analytics <sup>1</sup>	✓	✓
Remote Access	✓	✓
Proactive event notifications and case generation	✓	✓
<b>Hardware Replacement</b>		
Availability of replacement parts	Next business day	Four hour depot
Guided component replacement	✓	✓
4-hour onsite "Smart Hands" parts replacement	Not available	✓
<b>Software Updates</b>		
Access to all software updates (major, minor, and maintenance releases)	✓	✓
<b>Online Customer Community</b>		
Access to user and installation guides, knowledge base, communities, and other relevant documentation	✓	✓
<b>Communications and Training</b>		
Access to online customer community	✓	✓
"Tech Talk" customer webinars	✓	✓
Technical bulletins and service advisories	✓	✓
<b>Advanced Services</b>		
Access to dedicated Support Account Manager (SAM)	Fee-based service	Fee-based service
Quarterly system health checks	Fee-based service	Fee-based service
Quarterly account activity reviews	Fee-based service	Fee-based service
Quarterly account performance analysis	Fee-based service	Fee-based service
Quarterly environmental reviews	Fee-based service	Fee-based service

<sup>1</sup> Proactive alerts, data collection, trends with an opt-in customer care program offering cloud-based analytics to help simplify storage administration and maximize the uptime of all deployed systems

\* Gold Entitlement for IntelliFlash is known as Standard Entitlement Level

