

Customer Information

Statement of Work for:

General Information

Quantum Statements of Work are crafted for the following:

- Onsite hardware and software installations and/or configurations performed by Quantum service teams at the customer site;
- Relocation of Quantum equipment.

Services beyond the work defined in standard SOWs may be available. These services are separately quoted. SOWs to cover such work will be drafted by the Quantum support and services teams working with the customer. Planning, design or architectural changes are considered billable activities.

Services described in SOWs will be provided during the hours from 8:00AM to 5:00PM, Monday to Friday (excluding Public Holidays), unless other arrangements have been made through your service representative.

- Onsite services are scheduled with a minimum of a 14-day lead-time. Shorter lead-times may be accommodated subject to resource availability. Such accommodation will be delivered at an additional charge.
- Cancellations of confirmed installation dates will be subject to charges for non-recoverable costs already incurred by Quantum. In the event of cancellation, rescheduling will be at the discretion of Quantum based on resource availability.
 - Cancellations within two (2) business days of the confirmed installation date will be subject to charges for non-recoverable costs already incurred by Quantum, plus 20% of the quoted installation price.
- For services scheduled outside of the normal business day additional charges will apply.
- Normal installation assumes one site visit unless otherwise specified by installation team
 - Charges will be incurred if additional site visits are required because the site is not fully ready when the installation team arrives on site.
- Relocation Services assume two site visits: one site visit for de-installation of the existing Quantum Product, then another site visit for the reinstallation of the Quantum Product at a different location.
 - Additional site visits will be charged as separate events.
- If a phone installation engagement does not end with a successful installation, it may be necessary for Quantum or Quantum service provider to perform installation work onsite.
 - Any such onsite install activity will be billable and additional to the obligation to pay for the initial phone installation engagement.

NOTE: If the Customer is not in compliance with the terms and responsibilities as outlined in this Service Description then Quantum has no obligation to deliver this Service.

Scope of Service

General: For the purpose of all services, the "Customer" is the party issuing the Purchase Order and acknowledging the fulfillment of this SOW. The Sales and Support Terms and Conditions attached to Quantum's Price Quote and posted on Quantum's website (www.quantum.com/ServiceandSupport/Services/HardwareSupport/Index.aspx) apply to the Services, except for the Limited Services Warranty and Limitation of Liability, which is governed by this SOW. Services provided hereunder shall be considered "Professional Services" as defined in the Sales and Support Terms and Conditions. Any services provided by a Reseller or another third-party are not governed by this SOW. Quantum's role is the deployment of Quantum-specific product configurable parameters and features. Quantum configurable parameters and features will be implemented such that the Quantum components will be presented and available to the Customer SAN for Host Operating System device discovery and backup application. Quantum will make a reasonable effort to resolve multi-vendor systems integration issues. However, this SOW does not oblige Quantum to assume the role of a Systems Integrator.

On Site Activities by the Customer

Reasonable cooperation of Customer personnel is required to efficiently and effectively complete installation, de-installation and/or configuration services.

Customer's Responsibilities at the Site of Installation must be completed prior to installation, applicable to all SOW's for onsite installation

All information related to the planning and installation of this product can be found at: <http://www.quantum.com/serviceandsupport/get-help/index.aspx#help>. All parameters specified as the customer responsibility must meet the specifications included in these guides.

1. Confirm that equipment to be installed is on site;
2. Plan production downtime and Server reboot requirements, if applicable;
3. Ensure all Customer data is secure and backed up;
4. Provide access to key Customer personnel whose participation is required, Network/SAN Engineer, Backup Application Administrator and facilities support personnel;
5. Provide necessary site access at all work sites specified in the customer's purchase agreement;
6. Ensure that sufficient floor space is available for the installed equipment plus additional clearance for installation and maintenance;
7. Ensure that the appropriate rack type and sufficient racks space are in place and accessible for rack-mounted products if not purchased from Quantum;

8. Make floor tile cuts ready if applicable;
9. Ensure live power connections of the right type and quantity, as specified for the product;
10. Install cabling from Customer Network/SAN to Quantum Products;
11. Provide valid Network/SAN addressing (i.e., IP and WWPN) and configuration; details;
12. Provide and configure required Ethernet Switches;
13. Provide and configure FC Switch zoning if applicable and not provided by Quantum;
14. Provide outgoing Email Notification address(s) to support service alerts;
15. Install/configure Customer Applications;
16. Ensure that valid license keys required at installation and sent from Quantum are readily available to the installation team;
17. Confirm successful access to Quantum Products from customer application following completion of installation.
18. If installation involves an upgrade to a Quantum product ensure that firmware is no more than one firmware revision removed from current production firmware level.

Services to Be Provided By Quantum

Related Training

At the end of the installation process the Quantum installation team will review Quantum product operation and expected customer onsite maintenance activities. This overview does not replace any available customer education course for the product.

Training is strongly recommended. Training courses are available at: <http://www.quantum.com/serviceandsupport/storagecarelearning/index.aspx>. Please contact your Quantum Sales coordinator for pricing and scheduling information. Training is available online and through instructor classroom instruction that may be onsite, at Quantum facility or in a virtual classroom.

Limited Services Warranty

Quantum warrants that the Services will be performed with reasonable care and skill. For Services not performed as warranted in this Section and provided Quantum has received written notice of the non-conformance within 30 calendar days of performance of the deficient Service, Quantum will, at Quantum's option, either perform the Services again free of charge or refund the relevant fees paid for such deficient Services. THIS IS CUSTOMER'S SOLE AND EXCLUSIVE REMEDY AND Quantum's SOLE OBLIGATION AND LIABILITY ARISING IN CONNECTION WITH THE WARRANTY IN THIS SECTION. CUSTOMER AGREES THAT THE EXPRESS OBLIGATIONS AND WARRANTIES MADE BY QUANTUM IN THIS AGREEMENT ARE IN LIEU OF AND TO THE EXCLUSION (TO THE FULLEST EXTENT PERMITTED BY LAW) OF ANY OTHER WARRANTY, CONDITION, TERM, UNDERTAKING OR REPRESENTATION, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, RELATING TO ANYTHING SUPPLIED OR SERVICES PROVIDED UNDER OR IN CONNECTION WITH THIS AGREEMENT INCLUDING (WITHOUT LIMITATION) ANY WARRANTY AS TO THE CONDITION, QUALITY, AND THE SERVICES OR ANY PART OF THEM.

Limitation of Liability

IN NO EVENT SHALL QUANTUM OR ITS SUPPLIERS BE LIABLE, WHETHER IN CONTRACT, TORT OR OTHERWISE, TO CUSTOMER OR ANY PERSON FOR (A) ANY COSTS OF PROCUREMENT OF SUBSTITUTE OR REPLACEMENT GOODS OR SERVICES, LOSS OF PROFITS, LOSS OF OR CORRUPTION TO DATA, LOSS OF PRODUCTION, LOSS OF REVENUES, LOSS OF CONTRACTS, LOSS OF GOODWILL OR ANTICIPATED SAVINGS OR WASTED MANAGEMENT AND STAFF TIME; OR (B) ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES, LOSSES, EXPENSES OR COSTS OF ANY KIND, EVEN IF QUANTUM HAS BEEN ADVISED OF THEIR POSSIBILITY; ARISING DIRECTLY OR INDIRECTLY OUT OF THE AGREEMENT, OR THE PERFORMANCE, DEFECTIVE PERFORMANCE, NON-PERFORMANCE OR DELAYED PERFORMANCE BY Quantum OF ANY OF ITS OBLIGATIONS UNDER OR IN CONNECTION WITH THIS AGREEMENT.

Except for Quantum's liability for death or personal injury caused by its gross negligence or willful misconduct, or any other liability which cannot be excluded by law, Quantum's total liability (whether in contract, tort or otherwise) relating to products or services provided under or in connection with this Agreement shall not exceed, in the aggregate, one hundred twenty-five percent (125%) of the amount paid by Customer for the product or service which is the subject of the claim.

Statement of Work - QUANTUM Software Professional Services

1. Description

This statement of work defines the requirements for successful Quantum software Professional Services and delineates the work to be performed by the Quantum Professional Services group.

For the purpose of this document a System Integrator is the party in the position for overall responsibility for the installation and integration of the system whether that being a person, Quantum Corporation reseller, System Integrator, end user or any other party responsible for the system installation and integration.

Some of this work may be performed by Quantum Partners.

2. Tasks to be performed

This section covers the complete work to be done. Some of these items may be performed by the Customer/Quantum Partner or Reseller/ or the Quantum Professional Services representative. Each task with an * designates that the customer is responsible for the task.

Where the work will be performed:

3. Related Training

- Classroom training is highly recommended. Please contact your Quantum Sales coordinator for pricing and scheduling information.

4. Pre-requisites

- Quantum to provide quantum_sag_snapshot.sh script to customer to run and return the output zip file back to quantum for analysis

before any work can be performed

- The Customer is responsible for installing the operating system and any additional patches, services, programs required by Quantum for the StorNext version being installed/service for correct installation/service and functionality of the software.
- If an upgrade of an Operating System is required the customer is responsible for performing the necessary steps to complete, some of these include;
 - Having the Correct operating system Downloaded
 - Verifying that the Machine has a WORKING DVD drive
 - Backing up any custom application
 - Reconfigure the bonding
- Understanding and Drivers in order to implement multipathing appropriately depending on the Fiber cards and the array configured.
- The Customer will be responsible for providing network connectivity. Including the metadata network and data networks connected to StorNext servers and Clients. The Quantum professional services group require that the network carrying StorNext Metadata is fully functional before installation can take place
- The Customer is responsible for ensuring that the RAID is on-line, fully configured and tested. That all StorNext client computers can see the data LUNs required and the metadata controllers see all LUNs.
- For library installations customer is responsible for (Prior to installation)
 - Putting Bar Code Labels on all Media
 - Loading the media into the library
 - Verifying that the media can be mounted/dismounted into all tape drives
- The Customer will provide Quantum access to a system administrator for super user access. This includes root & administrator passwords depending on the operating system that StorNext is being installed on.
- The Customer will designate a person (Project Manager) to whom all Quantum communications will be addressed and who has the authority to act for your company in all aspects of the contract for the installation and acceptance period of performance. The Project Manager's responsibilities include:
 - Serving as the interface between the Quantum project team and all your departments participating in this project.
 - Obtaining and providing information, data, decisions and approvals within a timely manner of Quantum's request unless Quantum and you agree to an extended response time.
 - Resolving deviations from project plans.
 - Provide suitable office space, office supplies, furniture, telephone, network connectivity and other facilities equivalent to those provided to your employees for the Quantum project team while working on your project.
- M440/M660/G3xx
- Customer is responsible for setup and functionality of any and all network switches specifically the bonding protocols (LACP/Round Robin).
- Ensure sufficient rack space for installation devices (M440 – 6u) (M660 – 8u) (G3xx – 2u)
- Configure any required FC Switch zoning
- Confirm with vendor and supply HBA FW, Multipath/HBA driver versions

Note : The term "Customer" denotes the end Customer, Partner, Reseller or Systems Intergrator

- If any of the pre-requisites in section 4 are not met, Quantum Corporation reserve the right to re-schedule the Professional Services, withdraw the Quantum Corporation engineer and re-schedule when the pre-requisites are met or charge the system integrator the standard rate plus expenses for any extra time spent onsite while pre-requisites are fulfilled.

5. After Hours and Weekends

- If after Professional Service is required outside of the normal 8 a.m. to 5 p.m. working hours or during weekends a 50% rate increase will be required. Working on a recognized Quantum Holiday will increase the rate to double. Any non-business hour requirements must be communicated to Quantum prior to the on-site engagement.

6. Service Request

- System Integrator will provide Quantum with a reasonable time to respond to requests for installation of Software as agreed by both parties.
- System Integrator will provide Quantum with a 14 day minimum lead-time on services to be performed by the Professional Services Group.
- In the event that System Integrator needs services prior to the 14 day lead-time, System Integrator will accrue a premium cost on those services pending availability of a Quantum Engineer.
- Quantum professional services are for a single, contiguous period of time unless otherwise stated in the proposal. System Integrator acknowledges that professional services fees will be charged starting on the mutually agreed upon start date.
- System Integrator initiated schedule changes or delays may result in additional fees.

Your signature below indicates that you have read, understand the above conditions. Please keep this document for your records.

Customer Signature: _____ Date: _____

May 20, 2024 - This statement is valid for 90 days.

Contact your Quantum Sales Representative or DL-InstallationCoordination@quantum.com for further information, details or support.