Quantum®

Gold Support Plan

24-Hour Support for High-Availability Environments

24X7 ON-SITE SUPPORT

FOUR-HOUR ON-SITE RESPONSE TIME

24-HOUR TELEPHONE SUPPORT

PRIORITY CALL HANDLING

ON-LINE RESOURCES

QUANTUM'S STORAGECARE—A SMARTER SERVICE APPROACH

Quantum's Gold Support Plan provides a leading class of service for organizations with around-the-clock high-availability requirements or complex IT environments. The Gold Support Plan provides for on-site support 24 hours a day, seven days a week, with a four-hour target response time. Gold customers also have priority access to Quantum's expert telephone support.

KEY FEATURES OF THE GOLD SUPPORT PLAN

24-Hour Telephone Support. For immediate assistance, Quantum's Technical Assistance Centers (QTACs) are available 24 hours a day, 365 days a year. QTAC's skilled service professionals can answer technical questions and assist with equipment operation. If on-site service is needed, QTAC will mobilize other support resources from within Quantum's Global Services Team. A centralized help and dispatch center, QTAC has locations in North America, Asia, and Europe and offers multi-language support.

Priority Call Handling. Your calls to QTAC are given priority status and handled by the next available service team member.

24-Hour On-Site Support. When on-site service is required, QTAC will dispatch authorized service personnel to your site to restore equipment to normal operation. The Gold Support Plan entitles you to a four-hour response. Gold customers also receive on-site service 24x7— that is, 24 hours a day, seven days a week including national holidays. This around-the-clock level of service is ideal for 24-hour data centers or complex IT environments.

Open Systems, Multi-Vendor Support. Quantum specializes in support for open systems data protection, and most of our customers rely on multiple server and storage platforms. Quantum is committed to providing the kind of proactive multi-vendor support needed in heterogeneous environments. In addition to having cooperative support agreements with vendors of complementary storage products, Quantum is a member of Mission Critical Customer Group and the Storage Solutions Forum of the Storage Networking Industry Association (SNIA). Quantum's Global Services Team has expertise in a wide range of server platforms, operating systems, SAN infrastructure, and data management and backup software.

- Our philosophy is different than the conventional break/fix approach. Quantum's comprehensive service approach, StorageCare™, leverages advanced data access and diagnostics technology with cross-environment, multi-vendor expertise to resolve backup issues faster and at lower cost. Quantum's smarter approach to service provides remote access to configuration, product information, and technical support resources including on-line service request processing, web-based event status tracking, and Quantum's comprehensive Knowledge Base™.

- A key component of StorageCare is Guardian, a new technology that securely links users, their Quantum libraries and disk backup systems. StorageCare Guardian allows Quantum Global Services to proactively and securely monitor the health of Quantum systems, using intelligent diagnostics data to remotely service Quantum systems if an issue should arise.

- Quantum is proud to earn the prestigious Support Center Practices (SCP) certification. SCP certification is a globally recognized standard for outstanding service and customer support based upon a rigorous, annual audit of over 100 best business practices.

KEY FEATURES OF THE GOLD PLAN, CONTINUED

Spares Support and Integrated Logistics Planning. For timely problem resolution, Quantum stocks spare parts in strategic locations in major metropolitan areas. Any spare parts required to perform service are automatically replaced at no charge to the customer. Quantum Global Services maintains an integrated planning system that links spares pools in a global database to ensure that required parts are readily available.

Library Firmware Updates. Library firmware upgrades are available at no charge and can be downloaded from Quantum's Service and Support Website or installed by an authorized service technician. From the Service and Support Website, you can also subscribe to receive Product Support Updates via email for the latest Quantum product information.

Online Resources. Service and Support Website including the online Knowledge Base offers extensive product documentation, user manuals, certifications matrix, and other helpful information resources. From the website, you can also download firmware updates and submit a service request with Quantum's ESupport tool.

Preventive Maintenance. To ensure optimal equipment operation, Quantum products may generate an automatic alert when preventive maintenance is recommended. Customers can schedule preventive maintenance between 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding nationally recognized holidays.

Concurrent Maintenance. Whenever possible, Quantum will perform remedial maintenance without disrupting normal equipment operation.

For contact and product information, visit quantum.com or call 800-677-6268

Quantum®

Backup. Recovery. Archive. It's What We Do.

About Quantum

Quantum Corp. (NYSE:QTM) is the leading global storage company specializing in backup, recovery and archive. Combining focused expertise, customer-driven innovation, and platform independence, Quantum provides a comprehensive range of disk, tape, media and software solutions supported by a world-class sales and service organization. As a long-standing and trusted partner, the company works closely with a broad network of resellers, OEMs and other suppliers to meet customers' evolving data protection needs.