



# Global Customer Support Services Guide

March 2024

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## 1 Overview

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### Welcome to Commvault Customer Support Services!

Commvault's Customer Support Services options help you make the most of your investment in the Commvault software suite. Commvault offers different Support options based on your business requirements to enhance the value of your support investment and meet the needs of your business. You also receive access to a variety of other services that are valuable throughout the life of your products.

Commvault reserves all rights to update and amend this Support Guide from time to time.

#### Product Updates

- Feature Release and Maintenance Release availability
- New update notifications through the Support Notification Service<sup>1</sup>

#### Online Services

- Access to the Commvault Support Portal with features specially designed for our Support customers
- Online Knowledge Base
- Online Community for real time discussion with Commvault experts and Commvault end-users
- Online documentation and FAQs for each product
- Notification of changes in open support service requests
- Support that is available 24/7<sup>2</sup>, whenever a problem may occur
- Unlimited number of calls to Commvault Customer Support
- Regular updates on the status of open cases
- Access to highly trained Commvault support engineers
- Remote debugging and re-configuration tools for rapid fault resolution
- Proactive site monitoring through the Commvault Metrics service

#### Other Features

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<sup>1</sup> New release version upgrades may be made available by Commvault

<sup>2</sup> For customers with Premium-based Maintenance Contracts

- Telephone access to skilled engineers
- Chat support
- Online case creation and management
- Commvault Support Log Upload Management
- Product Compatibility and Interoperability Matrices
- Cloud Metrics Reporting

## **Terms**

For information on Commvault's Master Terms and Conditions see [this link](#).

## 2 Support & Success Offerings

### 2.1 Commvault Customer Support & Success Programs

Commvault provides multiple support and success options for our customers; each is designed to meet the needs and requirements of a wide range of customers. These programs maximize your productivity, letting you focus on your core business.

### 2.2 Support and Success Tiers

As a Commvault customer, you rely on us to deliver the best software and support so that you can manage your data with the utmost results. To that end, we listen to your needs and anticipate your future requirements. We take this knowledge and design the best Support and Success programs to meet your needs at any level, to maximize your productivity and lower your costs.

The Enterprise Success Program (ESP) has various tiers, which provide an enhanced experience all focused on Customer Success.

| Tiers  | Support        |               | Enterprise Success Program (ESP) |                           |               |                |                   |
|--|----------------|---------------|----------------------------------|---------------------------|---------------|----------------|-------------------|
|  | Standard       | Premium       | Guided Success [TAM Only]        | Guided Success [SAM Only] | Elite Success | Elite+ Success | Dedicated Success |
| Service Summary                                    | Business Hours | 24/7 Response | Advisory                         | Tactical                  | Optimised     | Enhanced       | Complete          |
| Telephone Based Support                            | 12 x 5 x 365   | 24 x 7 x 365  | 24 x 7 x 365                     | 24 x 7 x 365              | 24 x 7 x 365  | 24 x 7 x 365   | 24 x 7 x 365      |
| Product Updates & Fixes                            | ✓              | ✓             | ✓                                | ✓                         | ✓             | ✓              | ✓                 |
| Modern Communication Help Tools                    | ✓              | ✓             | ✓                                | ✓                         | ✓             | ✓              | ✓                 |
| Remote Success Account Manager (SAM)               |                |               |                                  | ✓                         | ✓             | ✓              | ✓                 |
| Enhanced Service Level Objectives                  |                |               |                                  | ✓                         | ✓             | ✓              | ✓                 |
| Access to SEV0 (Catastrophic)                      |                |               |                                  |                           | ✓             | ✓              | ✓                 |
| Proactive CommCell Monitoring & Advanced Reporting |                |               |                                  | ✓                         | ✓             | ✓              | ✓                 |
| Assigned Technical Account Manager (TAM)           |                |               | 20%                              |                           | 20%           | 50%            | 100%              |
| Critical Care Review                               |                |               | ✓                                |                           | ✓             | ✓              | ✓                 |
| Quarterly Business Reviews                         |                |               |                                  |                           | ✓             | ✓              | ✓                 |
| Roadmap Webinar & Ambassador Sessions              |                |               | ✓                                | ✓                         | ✓             | ✓              | ✓                 |
| Services Credits (*optional)                       |                |               |                                  | ✓                         | ✓             | ✓              | ✓                 |

### 2.2.1 **Standard Support**

The Standard Support offering provides broad business hours coverage to Commvault Customer Support. This package includes:

- Access to the Commvault Customer Support resources on business days (Monday — Friday, depending on region), excluding statutory holidays, between the hours of 7 AM to 7 PM (local time<sup>3</sup>) for the location where the software or software service is installed.
- 24x7 self-help [support portal](#) access
- Notification of critical software update fixes
- Online Support Tools such as Case Management, Documentation and Knowledge Articles, and the Commvault Technical Community

### 2.2.2 **Premium Support**

The Premium Support offering provides live access customer support over a comprehensive 24x7 coverage period. Premium Support includes:

- Around-the-clock access to Commvault Customer Support resources (including holidays)
- 24x7 self-help [support portal](#) access
- Notification of critical software updates product enhancements and new releases (when available)<sup>4</sup>
- Online Support Tools such as Case Management, Documentation and Knowledge Articles, and the Commvault Technical Community

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<sup>3</sup> **Support in Japanese** is provided from 9:30am to 6pm Japanese Standard Time. **Mandarin support** is provided from 9:00am to 6pm China Standard Time.

<sup>4</sup> New release version upgrades may be made available by Commvault

## 2.2.3 Technical Account Manager (TAM) & Success Account Manager (SAM)

# Enterprise Success Team - Roles

|                      | TAM   | SAM   |
|----------------------|---|---|
| Title                | Technical Account Manager   | Success Account Manager   |
| Headline             | Strategic advisor and consultant  | Tactical liaison between the customer and Commvault support   |
| Key Objectives       | <ul style="list-style-type: none"> <li>✓ Help customers define both short- and long-term strategy.</li> <li>✓ Deep understanding of the customers overall environment and their mission.</li> <li>✓ Trusted advisor</li> <li>✓ Assist customers to achieve desired business objectives</li> </ul> | <ul style="list-style-type: none"> <li>✓ Provides tactical help to the customer, as and when required</li> <li>✓ Actively monitors customers environment, providing frequent updates</li> <li>✓ Proactive in getting customer issues moved forward within Commvault</li> <li>✓ The customers "champion" internally</li> </ul> |
| Technical Focus      | High<br>(Master Certified or equivalent)  | Medium  |
| Proactive Engagement | ✓   | ✓   |
| Engagement Type      | Remote / onsite   | Remote / onsite   |

## 2.2.4 Guided Success: SAM Only (Success Account Manager)

Guided Success: SAM Only is an enhanced Commvault Success offering that includes all the benefits of Premium Support and additional value-added services associated with mission critical data management operations. This service is proactive and includes:

- A named Success Account Management Service (SAM), this service team:
  - Monitors open issues to ensure there is continued activity towards prompt resolution
  - Communicates directly with customer management to update and prioritize on high severity issues
  - Directs issue escalation to ensure continued ownership
- Accelerated Service Level Objectives (Additional details in section 2.2.9)
- Monthly Technical Reviews with the Success Account Manager
- Escalated Critical Ticket Management – work with development directly on critical issues which are affecting business operations

## 2.2.5 Guided Success: TAM Only (Technical Account Manager)

Guided Success: TAM Only is an enhanced Commvault Success offering that allows the customer to have a localized resource (onsite and remote) who aligns a strategic business plan with a customer's business objectives and the technology to accomplish those objectives.

This proactive service includes (but is not limited to):

- Named Technical Account Manager (TAM), assigned with a 1:5 ratio (1 TAM per 5 customers)
  - A strategic advisor and consultant
  - Onsite/Remote presence with the customer (to be scheduled with the TAM, max number of days as per fraction purchased, dependent on agreed requirements)
    - Onsite trips are limited per customer
- Fulfill the role of “voice of the customer” in Commvault meetings, and the technical “voice of Commvault” in customer meetings (ongoing)
- Identify risks in the environment as it relates to data management operations
- Help executing the technical business plan in accordance with customer policies and procedures

Note: A TAM is typically assigned five customers and can dedicate up to 20% of service time (throughout the service contract) to each customer. This service time is reviewed with assigned customers on a regular basis to determine the frequency and type of coverage (onsite or remote) needed to ensure the customer receives the maximum value out of the TAM Program. Please note that the 20% service time is a guideline and doesn't imply that the customer is guaranteed 20% service time, nor can customers accumulate service time from month to month. If the customer desires guaranteed focus for a specified time from a TAM, beyond what is included with the base offering, they can purchase options for a fully or partially dedicated (i.e. 100% or 50%) TAM.



### 2.2.6 Elite Success

**Commvault's Elite Success Tier** is designed to provide strategic World Class Technical Management for all aspects of our customers' Enterprise Data Management Solution. We partner fully with our customers to enable success, and to provide business stakeholders with the highest level of customer satisfaction, all while safeguarding technology investments and intellectual property.

#### **Severity Level Objectives (SLO)**

Resources work towards the achievement of SLOs as per the targets outlined below in section 2.2.9

- Accelerated Service Level Objectives (Additional details in section 2.2.9)
- Severity 0 (Zero) designed to support Enterprise Data Centers

#### **Support Account / Technical Account Manager (SAM /TAM) Roles**

The Elite Success Tier is a joint collaboration with the Success Account Manager (SAM) and Technical Account Manager (TAM).

The following are the roles and responsibilities for each under the ESP to ensure continued success:

##### **Success Account Manager (SAM) Role**

The SAM works to ensure Service Level Objective success, provide reporting, and manage escalation and critical care instances.

- Single point of contact owning the overall support experience
- Communicate proactive monitoring metrics to customer, including if thresholds met or exceeded and the potential impact on the business
- Overall management of support status – includes all tickets and metrics associated with ticket history
- Deliver Quarterly Business Reviews – metrics/business reviews
- Working with the customer to understand the business requirements and stated Service Level Objectives (Reviewed for both Commvault and customer's internal SLOs to ensure they are achievable metrics for success)
- Generation and Review of support ticket history and analysis during the Quarterly Business Reviews
- Business Reviews – Executive and/or Technical. Work with TAM on strategic agenda
- Work closely with the TAM for any onsite technical requirements/assistance
- Work closely with the TAM to identify training opportunities for customer personnel

##### **Technical Account Manager (TAM) Role**

The Elite Success Tier includes assignment of a TAM (20% percent coverage) to partner with our customers to understand the customer's business objectives. The TAM provides proactive and reactive guidance to mitigate risk and reduce time to resolution by aligning key technologies and resources to those objectives.

- Fulfill the role of “voice of the customer” in Commvault meetings, and the technical “voice of Commvault” in customer meetings (ongoing)
- Identify risks in the environment as it relates to data management operations
- Help executing the technical business plan in accordance with customer policies and procedures
- Fractional TAM Options (20%): Onsite/Remote presence with the customer (to be scheduled with the TAM, max number of days as per fraction purchased, dependent on agreed requirements)
- Dedicated TAM Option: Full time technical consultant to ensure the operational stability and value realization of your Commvault environment
- Work in tandem with the SAM on any support needs

The Elite Success TAM is typically assigned five customers and may dedicate up to 20% of service time (throughout the service contract) to each customer. This service time is reviewed with assigned customers on a regular basis to determine the frequency and type of coverage (onsite or remote) needed to ensure the customer receives the maximum value out of the Elite Success SKU. Please note that the 20% service time is a guideline and doesn't imply that the customer is guaranteed 20% service time, nor can customers accumulate service time from month to month. If the customer desires guaranteed focus for a specified time from a TAM, beyond what is included with Elite Success, they can purchase options for a fully or partially dedicated (100% or 50%) TAM as required.

#### **2.2.7 Elite Success Plus**

The Elite Success Plus Tier builds on the Elite Success Tier, however it includes a TAM at a 1:2 Ratio, so 50% of a TAMs time.

#### **2.2.8 Dedicated Success**

The Dedicated Success Plus Tier builds on the Elite Success Tier, however it includes a TAM at a 1:1 Ratio, so 100% of a TAMs time.

## Enterprise Success Service Credits

- Service credit for Commvault Services E.g. Professional Services, RSE, Training, Personalization, etc.
- Credits can be used by a customer during the period of the Enterprise Success contract. ESP Credits must be used in the same country as the location of the designated, main (named) location / home region
- Availability of credits allows for prompt co-ordination to meet additional customer requirements, reducing procurement overheads
- Service credits are reset upon renewal, expire upon expiry or termination of the contract, and not transferable between contract periods

## Reporting

Working with the Enterprise Success Program's Customer's fiscal or operation calendar, the SAM will present data on quarterly activity:

- Commvault Cloud Metrics Reporting configured to provide customer with an overview of the CommCells(s) within your environment
- Weekly conference call with customer principals to discuss issue status and path to resolution
- Compiles and reports to customer management with the Monthly Executive Summary
  - Demonstrates SLO target response and resolution success
  - Provides data trending
    - Job counts\*
    - CommCell Health\*
    - License Usage and Forecasting\*
- Reports on quarterly success for SLO target response and resolution, and overall CommCell® trends\*
- Provides a Quarterly Executive Summary (summary can be conducted onsite or remote, to meet the needs of the customers distributed global teams)

\*Ability to enable 'CommCell Diagnostics and Usage' on your CommServe(s) required / Requires CommServe connectivity to port 443 for access and connectivity to the cloud.commvault.com hosted infrastructure.

## 2.2.9 Service Levels Response and Resolution Target Matrix

### Software (non-SaaS):

| SEVERITY   | STANDARD      | PREMIUM       | GUIDED SUCCESS<br>[SAM ONLY] | ENTERPRISE    |
|--|---------------|---------------|------------------------------|---------------|
| <b>Severity 0 (Catastrophic)</b> - Complete outage preventing all data movement operations         |               |               |                              |               |
| Response   | Not Available | Not Available | Not Available                | 15 Minutes    |
| Resolution / Workaround  | Not Available | Not Available | Not Available                | 12 Hours      |
| <b>Severity 1 (Critical)</b> - Mission critical production down without a workaround               |               |               |                              |               |
| Response   | 1 Hour        | 1 Hour        | 30 Minutes                   | 30 Minutes    |
| Resolution / Workaround  | 24 Hours      | 24 Hours      | 24 Hours                     | 24 Hours      |
| <b>Severity 2 (High)</b> - Problem causing major impact to business needs and time sensitive       |               |               |                              |               |
| Response   | 2 Hours       | 2 Hours       | 1 Hour                       | 1 Hour        |
| Resolution / Workaround  | 72 Hours      | 72 Hours      | 72 Hours                     | 72 Hours      |
| <b>Severity 3 (Medium)</b> - Problem causing minor operational impact with no immediate urgency    |               |               |                              |               |
| Response   | 3 Hours       | 3 Hours       | 3 Hours                      | 3 Hours       |
| Resolution / Workaround  | 20 Days       | 20 Days       | 10 Days                      | 10 Days       |
| <b>Severity 4 (Low)</b> - Enhancement request, general question, or report a non-impactful problem |               |               |                              |               |
| Response   | 4 Hours       | 4 Hours       | 4 Hours                      | 4 Hours       |
| Resolution / Workaround  | Not Available | Not Available | Not Available                | Not Available |

### Software-as-a-Service (SaaS):

| SEVERITY  | CUSTOMER | MSP      |
|---|----------|----------|
| <b>Severity 1 (Critical)</b> - Your system is inoperable or is at a severely reduced level of functionality resulting in an adverse impact on normal business operations and no immediate workaround or resolution is available. The customer support team will work on your case continuously until it's resolved.                             |          |          |
| Response Target   | 1 Hour   | 1 Hour   |
| Follow-up   | 4 Hours  | 4 Hours  |
| <b>Severity 2 (High)</b> - You are experiencing intermittent failure or performance degradation which has limited your normal business operations. These incidents are time sensitive and critical to productivity, but do not cause an immediate work stoppage. No workaround is available, and operations can continue in a limited capacity. |          |          |
| Response Target   | 2 Hours  | 2 Hours  |
| Follow-up   | 8 Hours  | 8 Hours  |
| <b>Severity 3 (Medium)</b> - Conditions are defined as a minor incident that can be worked around without major impact to your normal business operations.  |          |          |
| Response Target   | 4 Hours  | 4 Hours  |
| Follow-up   | 24 Hours | 24 Hours |
| <b>Severity 4 (Low)</b> - You have general questions regarding a low impact issue.  |          |          |
| Response Target   | 24 Hours | 24 Hours |
| Follow-up   | 48 Hours | 48 Hours |

## 2.2.10 Severity Level Definitions and Examples

### Severity Level Definitions and Examples:

| 0-Catastrophic   | 1-Critical   | 2-High   | 3-Medium  | 4-Low  |
|--|--|--|---|--|
| <b>Severity Definitions</b>  |  |  |   |  |
| This severity level is reserved solely for Commvault Enterprise Success customers when all Commvault components are inoperable and no data movement operations are possible. | This severity should be used to indicate that a major component is down or having a serious problem that it is impacting business. | This severity should be used to indicate that a major component has problems that degrade the ability to meet the needs of the business. | This severity should be used to indicate intermittent problems that do not impact the immediate production needs of the business. | This severity is used to report a defect or inconsistency in the product or request an enhancement to the product. |
| <b>Severity Examples</b>   |  |  |   |  |
| Complete outage to Commserve. Multiple Server outages/rebuilds issues.   | Commserve® is not functioning, and server backups or restores are not possible   | Critical Server Backup failures  | Client installation issues  | Request for Documentation  |
| Disaster Recovery Event (not a DR Test)  | Mission Critical Server/Rebuild or Database Restores (Exchange, SQL, Oracle, Informix etc.) impacting customers' business.         | Directory/Folder and File level Restore failures.  | Media Management or Operational Issues.   | Minor issue of little to no production impact  |
| <b>When in doubt, our Customer Support Frontline Team can assist in determining the most accurate severity for your issue.</b>   |  |  |   |  |

## 2.2.11 Scope of Support

### In Scope for Support

Commvault Support will provide guidance and troubleshooting for issues that require break / fix assistance and are directly related to Commvault software. This includes errors or problems encountered during:

- Installation
- Configuration
- Usage

### Out of Scope for Support

- **Administrative Activities;**
  - **Including software installations, configuration, performance & storage optimization, updates, resource monitoring, backup/restore operations outside of Commvault-related break/fix issues;** Commvault offers optional remote managed services, ransomware recovery services, and other professional services. Please [contact](#) your Sales Representative for more information
- **Product Training;** Commvault offers comprehensive online and instructor-led training programs, as well as optional professional service engagements. Please [contact](#) your Sales Representative for more information
- **3<sup>rd</sup> Party Product Support;** Commvault offers optional professional service engagements. Please [contact](#) your Sales Representative for more information.
- **Creation of customized reports or API scripting;** Commvault offers optional professional service engagements. Please [contact](#) your Sales Representative for more information
- **Solution design and architecture;** Commvault offers optional professional service engagements. Please [contact](#) your Sales Representative for more information

### 3 Contacting Customer Support

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Prior to contacting support, it is highly recommended that customers search for possible solutions via our Commvault Community ([community.commvault.com](https://community.commvault.com)) or Knowledge Base repository ([kb.commvault.com](https://kb.commvault.com)). If the problem persists, collecting log files will help expedite the resolution of your issue. If these steps are not taken in advance, this can cause longer resolution times.

Please be aware that Commvault Technical Support Management reserves the right to close a support request if repeated attempts to contact the customer contact over the course of three (3) business days have failed to yield a response without reason. If necessary, these support cases can be referenced if a new case for the original issue is required.

Commvault offers three different methods of support:

1. Web Support – Self Service (Community, Knowledge Base, Chat, Solution Engine, and more)
2. Web Support Submission
3. Telephone Support

#### 3.1 **Web Support – Self Service**

Commvault's Web Support is provided via our [Support Portal](#) to customers who have a current and active maintenance contract. If you meet this requirement and you do not have a login and password please send an email to [support@commvault.com](mailto:support@commvault.com) and provide your CommCell ID along with your contact information and you will be notified via email of your login and password within 24 - 48 hours.

Commvault provides online support portal access for individually designated customer contacts and their respective phone & email address details. Commvault does not permit shared group access for support user accounts due to security risks and proven delays in effective collaboration to resolve customer issues.

The Commvault support portal contains a set of powerful tools to enable Commvault software customers to optimize and maintain their deployments, including:

- Knowledge Base
- Solution Engine
- Commvault's Community Forums
- Feature Release and Maintenance Release Downloads, when and if available
- Technical FAQs
- Configuration and deployment guidelines
- Supported hardware and software compatibility matrixes
- Troubleshooting Guides, and other valuable resources

- Commvault Support Chat

### 3.2 Web Support Submission

Commvault Customers can open a new case via the internet by logging into the support portal and clicking on the Case Management link. From this location customers can view, update, and close cases. Note that if your Support is through another vendor, the option to open cases will not appear for you.

Web-Submitted cases are responded to using the following guidelines:

**Severity 0 (CATASTROPHIC)\*** cases cannot be opened via the support portal; please call directly

**Severity 1 (CRITICAL) – 1 Hour Response**

**Severity 2 (HIGH) – 2 Hour Response**

**Severity 3 (MEDIUM) – 3 Hour Response**

**Severity 4 (LOW) – Next Business Day**

\*Only available to Enterprise Success customers

Once the online form is submitted, a case will automatically be generated as well as email notification that will include the Case number and a link to upload logs via the HTTP Log up-loader. For the majority of support cases, logs will be required to troubleshoot and analyze the problem reported. Uploading logs in a timely manner will help expedite the troubleshooting process. After the initial response has been met, severity can be changed directly on the support portal, though not before. Ensure your severity is accurate for your issue upon creation.



### **3.3 Commvault Chat**

Customers may leverage Chat and access quick information about their support accounts, open and historical cases, and more. Chat is available in the Commvault Support portal and utilized for the following:

- Documentation or Product Supportability questions
- Hardware Compatibility questions
- Questions on Reporting
- Questions regarding Commvault licensing
- Problems with Support Portal Sub Account Creation
- Contact information for your Commvault Sales Representative
- Case Escalation
- Case Follow up
- Case Re-Assignment
- Questions about Log and Database uploads

If your subject is of a break fix or technical nature which you have been unable to resolve through self-help assistance, please open a new case. For Critical Cases, please contact Customer Support using your local or applicable Technical Support hotline number.

### 3.4 Telephone Support

Commvault has five Main Global Customer Support locations; Tinton Falls, New Jersey; Reading, UK; Sydney, Australia; Bangalore, India; and Beijing, China. The Commvault Technical Assistance Centers are staffed by highly skilled professionals who are available 24 hours a day / 7 days a week (based on your warranty and contract support hours).

#### **NORTH AMERICA**

|                      |                       |
|----------------------|-----------------------|
| <b>Toll Free #</b>   | <b>(877) 780-3077</b> |
| <b>Direct Toll #</b> | <b>(732) 571-2160</b> |

#### **LATIN AMERICA**

|                 |                        |
|-----------------|------------------------|
| <b>Brazil</b>   | <b>0-800-892-2288</b>  |
| <b>Colombia</b> | <b>01-800-710-2063</b> |
| <b>Mexico</b>   | <b>01-800-681-1581</b> |

#### **EUROPE, MIDDLE EAST & AFRICA (EMEA)**

|                             |                         |
|-----------------------------|-------------------------|
| <b>Belgium</b>              | <b>0800-79392</b>       |
| <b>Denmark</b>              | <b>8088-9260</b>        |
| <b>France</b>               | <b>0800-918893</b>      |
| <b>Germany</b>              | <b>0800-1012330</b>     |
| <b>Ireland</b>              | <b>1-800-608178</b>     |
| <b>Israel</b>               | <b>1-809-494177</b>     |
| <b>Italy</b>                | <b>0800-782147</b>      |
| <b>Netherlands</b>          | <b>0800-0227402</b>     |
| <b>Norway</b>               | <b>800-62-599</b>       |
| <b>Portugal</b>             | <b>800-8-14516</b>      |
| <b>Russia</b>               | <b>8-800-100-9423</b>   |
| <b>Saudi Arabia</b>         | <b>800-8-110540</b>     |
| <b>South Africa</b>         | <b>080-09-81256</b>     |
| <b>Spain</b>                | <b>0900-991600</b>      |
| <b>Sweden</b>               | <b>0200-896316</b>      |
| <b>Switzerland</b>          | <b>0800-836023</b>      |
| <b>United Arab Emirates</b> | <b>8000-35770005</b>    |
| <b>United Kingdom</b>       | <b>0800-9171424</b>     |
| <b>Other EMEA Countries</b> | <b>+44 118 315 0870</b> |

#### **ASIA-PACIFIC & JAPAN (APJ)**

|                    |                             |
|--------------------|-----------------------------|
| <b>Australia</b>   | <b>1300 368 528</b>         |
| <b>India</b>       | <b>1800-419-2951</b>        |
|                    | <b>040-6654-0300</b>        |
| <b>Indonesia</b>   | <b>001-803-015-205-0066</b> |
| <b>Japan</b>       | <b>0120-938-003</b>         |
| <b>Korea</b>       | <b>00-308-13-1763</b>       |
| <b>Malaysia</b>    | <b>1-800-813-686</b>        |
| <b>New Zealand</b> | <b>0800 002 032</b>         |
| <b>Singapore</b>   | <b>800-101-2206</b>         |
| <b>Thailand</b>    | <b>001-800-13-204-2904</b>  |

#### **CHINA**

|                  |                      |
|------------------|----------------------|
| <b>China</b>     | <b>400-818-5908</b>  |
| <b>Hong Kong</b> | <b>800-906-128</b>   |
| <b>Taiwan</b>    | <b>00801-14-7127</b> |

### 3.4.1 Submitting a Case

When contacting support, customers should be prepared to provide the following information. Failure to provide this information can result in delays in the processing of your case.

- Name and Contact Information
- CommCell, Product ID, or Tenant ID
- Company Name
- Detailed Description of the problem
- Agent type, Version and Update Level
- Any other pertinent information such as failure reason, time of failure, and last known working time

Severity levels are mutually agreed upon between customer and support representative. (See: Severity Level Definitions in section 2.2.10). For Severity 1- Critical issues, customer must provide valid business case reason for a Severity 1- Critical call classification.

### 3.4.2 Language Support

Commvault provides its primary support activities in English with support assistance available for both localized support within our Support Centers and translation support for phone and remote support activities. Elements of Commvault's Web Support infrastructure include localized language views for non-English speaking customers. If you prefer translation into another language, designate your preferred language on the support portal profile. Brazil and Central American call in lines are answered by native speakers as well, who will translate your call to our Frontline team.

Chinese speaking customers are serviced locally by our Beijing Support Center with native language support during 9am to 6pm China Standard Time.

### 3.5 Feature Releases and Maintenance Releases

Customers can download Feature Releases and Maintenance Releases via the Support Portal. A Feature Release (formerly "service pack") is a collection of new features, enhancements to existing features, and enhancements for product stabilization. A Maintenance Release contains a cumulative set of hotfixes that were released after the previous feature release version. Commvault notes that these updates are offered on a "if-and-when available" basis only and do not follow any specific release schedule.

### 3.6 Alerts and Notifications

For customers to receive alerts, they must edit their Support Portal user profile. There are two methods to receive alerts, one manual via ad hoc alerts sent by Technical Support or automated alerts via setting in your user profile.

**Manual Alert Notifications:** You can subscribe yourself to these alerts by selecting **Yes** on the Receive Update Alert Messages portion of the profile. Once you choose to receive alerts please make sure the Alert Distribution email field contains the email to which you wish to send these reports. We recommend creating an alias distribution address so that more than one person can be notified such as a primary and a backup.

**Automated Alert Notifications:** The automated alert notification feature will automatically send notifications on what you selected. You can select to receive Critical Alerts, Feature Release Alerts and/or KB Alerts. You will then need to select the frequency either weekly or monthly and the day of the week you wish to receive those alerts. These alerts will send notification on updates posted since the last notification.

### 3.7 Customer Support Quality Assurance

Commvault is committed to providing best in class technical support, and we drive our customer satisfaction through a variety of metrics to guide us to achieve that goal. Industry standard measurements of time to respond, first contact resolution and time to solve are cornerstones of our support model.

Outside of internal objectives, we proactively solicit feedback from our user base for each case logged with Commvault support in the form of a survey. This survey includes a brief questionnaire along with a comments section to add remarks about our service quality. Each survey response is reviewed by support management and, in the event of an unsatisfactory survey response, we initiate an investigation into the source of the customer's dissatisfaction with the support experience. Support management will initiate a call with the customer to cover satisfaction issues that were brought to light in the survey. The outcome of that conversation is reviewed against existing support processes and adjustments are made, as needed.

Commvault is committed to improving our products, and we are always open to customer suggestions and requests of ways we can best accomplish this. By providing reports regarding the customer's use of the software, including results, comments, or suggestions to Commvault (collectively, the "Feedback"), the customer agrees that Commvault may use and disclose the Feedback in any manner Commvault chooses, provided that Commvault ensures the confidentiality of the customer's identity at all times. Commvault shall own all intellectual property rights related to the Feedback and its use. For those customers that request to opt out of this product improvement process, Commvault notes this in each such customer's Support Account.

### **3.8 Case Escalation:**

While Commvault support makes commercially reasonable efforts to meet our customer's expectations, occasionally a situation may arise where a case may need to be expedited, or criticality may have changed. In cases where you feel additional attention or further escalation is required, any of the following processes may be followed:

- Escalate Online: From our [Support Portal's](#) Active Case list, open the case and select the Update Activity with 'Request Management Review of this Case'.
- Escalate via Email Link: Click on the Support Management Escalation link in your case's email footer.
- Escalate via Phone: Contact the Customer Support Hotline providing your case number and ask to have the case escalated. Please provide the reason for escalation so that the case can be handled accordingly by our engineers.
- You may also request to speak with a Supervisor or Manager. In most cases a Supervisor or Manager will return your call within one hour. You will have the opportunity to explain the situation currently being faced and we will assist in getting the situation rectified.

Please refer to section 3.4 Telephone Support or [online](#) for a list of Toll-Free numbers to contact your local or applicable Support Center.

## 4 Product Updates

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### Keeping Your Products Current

A current Commvault Maintenance Agreement entitles you to the latest versions of your licensed Commvault products, Feature Release, and Maintenance Release.

### Download Software Packages

Commvault makes all of its software packages available online. To access Commvault's Software Suite, log into the support portal and click the 'Downloads & Packages' tab. Different release versions are accessed by selecting the appropriate Software Version.

### Download Software Updates

Commvault constantly enhances its products for resiliency and performance. Regular updates to your deployed Commvault environment ensure optimized operating efficiency for your CommCell(s) and minimizes the possibility of encountering an issue that has already been addressed in the latest Feature or Maintenance Release.

To check for available software updates (Feature Releases and Maintenance Release), log into the support portal and click on the Downloads icon.

Commvault recommends installing the most recent Long-Term Support (LTS) release.

### Product & Alert Notice

The Product & Alert Notice emails to you the latest product information, update and upgrade notifications, as well as critical alerts that may require immediate attention. This information helps you get the most out of your Commvault investment by keeping you up to date. For more information, visit the URL noted below and update your User Profile for alerting: [ma.commvault.com/Profile/Editor](https://ma.commvault.com/Profile/Editor)

## 5 Support Entitlement and Maintenance Renewals

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### 5.1 Support Entitlement

In order to receive maintenance and support services, including updates and upgrades, Customers must maintain the same level of active maintenance and support on all software licenses within their software configuration. Customers who do not have a maintenance agreement with Commvault will have limited access to technical resources. Commvault will respond on a Time & Material basis with “commercially reasonable effort”, only upon receipt of email acceptance of payment by (Credit Card or Purchase Order) based on the current billable rates.

#### **Effective Billable Rates (as of November 2023):**

|                |                                |
|----------------|--------------------------------|
| Americas/APAC: | \$2,500 USD per case           |
| EMEA:          | £2,000/€2.000/\$2,500 per case |

#### 5.1.1 Maintenance Renewals

Maintenance Agreements are renewed on an annual basis. Any changes to a Maintenance agreement must be made in writing. Contract change requests can be submitted via e-mail for the following locations:

|           |  |
|-----------|--|
| Americas: | <a href="mailto:ServiceContracts@commvault.com">ServiceContracts@commvault.com</a>           |
| EMEA:     | <a href="mailto:ServiceContractsEMEA@commvault.com">ServiceContractsEMEA@commvault.com</a>   |
| APJ:      | <a href="mailto:ServiceContractsAPJ@commvault.com">ServiceContractsAPJ@commvault.com</a>     |
| China:    | <a href="mailto:ServiceContractsCHINA@commvault.com">ServiceContractsCHINA@commvault.com</a> |

#### 5.1.2 Product Obsolescence

Commvault is committed to providing all customers with one (1) year advanced notification of the obsolescence date of any Commvault product. At the time a product is declared obsolete, Commvault will also notify all customers of any specific maintenance arrangements associated with any products that have been declared obsolete. Customers can view the list of obsolete products via the ‘Obsolescence Policy’ on [documentation.commvault.com](https://documentation.commvault.com).

## 6 Product License Registration

### 6.1 Product Registration

After a successful installation of Commvault software, the Customer has thirty (30) days to notify Commvault and request a permanent License Key. If the Permanent License Key is not ordered within the 30 day period following installation, the Commvault software will cease to function. This occurs because the License Key used during the new Commvault Pilot deployment was temporary.

To request a permanent license key and complete the license activation process, update the information of a previously registered CommCell license, receive an updated license key as part of a version and/or hardware upgrade, swap or move licensed components from one CommCell to another or request assistance / resolution to a licensing issue, please visit the [Product Registration & License Management](#) request form. A member of Commvault's product registration team in your region will respond to your request within three business days.

### 6.2 Global Support and Services Resources - Worldwide Regional Locations

Commvault has various support and development offices throughout the world. The chart below showcases what is featured in each of our major locations.

| Commvault Location   | North America | EMEA | Latin America | APJ | China | India |
|--|---------------|------|---------------|-----|-------|-------|
| Services   | X             | X    | X             | X   | X     | X     |
| Support Center   | X             | X    |               | X   | X     | X     |
| Engineering  | X             |      |               |     |       | X     |
| Management   | X             | X    | X             | X   | X     | X     |
| Commvault's Worldwide Headquarters is located in Tinton Falls, New Jersey, United States |               |      |               |     |       |       |



### 6.3 Regional Technical Service Professionals and Resource Locations

|  |
|--|
| <b>United States</b>   |
| Western Region (AZ, CA, CO, ID, MT, NM, NV, OR, UT, WA, WY, Mexico)  |
| Central Region (AR, IA, IL, IN, KS, LA, MI, MN, MO, ND, NE, OK, SD, TX, WI)  |
| Eastern Region (AL, CT, DE, FL, GA, KY, MA, MD, ME, MS, NC, NH, NJ, NY, OH, PA, RI, SC, TN, VA, VT, WV)  |
| <b>Canada</b>  |
| National Capital Region (Ottawa/Hull, Federal Government)  |
| Western Region (British Colombia, Alberta)   |
| Central Region (Ontario, Manitoba, Saskatchewan)   |
| Eastern Region (Quebec, New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland)  |
| <b>APAC</b>  |
| (Bangladesh, Bhutan, Brunei, Cambodia, China, India, Indonesia, Japan, Laos, Malaysia, Mongolia, Myanmar, South Korea, Vietnam, Philippines, Republic of Korea, Taiwan, Singapore, Thailand, Australia, New Zealand, Papua New Guinea) |
| <b>EMEA</b>  |
| FRANCE, SPAIN, ITALY, & PORTUGAL   |
| SOUTHERN EUROPE, MIDDLE EAST, & AFRICA   |
| UNITED KINGDOM & IRELAND   |
| GERMANY, SWITZERLAND & AUSTRIA   |
| BELGIUM, NETHERLANDS, LUXEMBOURG (BENELUX)   |
| SWEDEN, NORWAY, DENMARK & FINLAND  |
| SOUTH AFRICA   |
| MIDDLE EAST  |

## 7 Resource Directory

### 7.1 Department and Contact Information

|                              |                                  |  |
|------------------------------|----------------------------------|--|
| Commvault Corporate Office   | Tinton Falls, New Jersey         | 1-732-870-4000   |
| Commvault Technical Support  | <b>NORTH AMERICA:</b>            |  |
|                              | Toll-Free #                      | (877) 780-3077   |
|                              | Direct Toll#                     | (732) 571-2160   |
|                              | <b>LATIN AMERICA:</b>            |  |
|                              | Brazil                           | 0-800-892-2288   |
|                              | Columbia                         | 01-800-719-2063  |
|                              | Mexico                           | 01-800-681-1581  |
|                              | <b>EMEA:</b>                     |  |
|                              | Belgium                          | 0800-79392   |
|                              | Denmark                          | 8088-9260  |
|                              | France                           | 0800-918893  |
|                              | Germany                          | 0800-1012330   |
|                              | Ireland                          | 1-800-608178   |
|                              | Israel                           | 1-809-494177   |
|                              | Italy                            | 0800-782147  |
|                              | Netherlands                      | 0800-0227402   |
|                              | Norway                           | 800-62-236   |
|                              | Portugal                         | 800-8-14516  |
|                              | Russian Federation               | 8-800-100-9423   |
|                              | Saudi Arabia                     | 800-8-110540   |
|                              | South Africa                     | 080-09-81256   |
|                              | Spain                            | 0900-991600  |
|                              | Sweden                           | 0200-896316  |
|                              | Switzerland                      | 0800-836023  |
|                              | United Arab Emirates             | 8000-35770005  |
|                              | United Kingdom                   | 0800-9171424   |
|                              | Other EMEA Countries             | +44 118 315 0870   |
|                              | <b>ASIA-PACIFIC &amp; JAPAN:</b> |  |
|                              | Australia                        | 1300 368 528   |
|                              | India                            | 1800-419-2951  |
|                              | 040-6654-0300                    |  |
| Indonesia                    | 001-803-015-205-0066             |  |
| Japan                        | 0120-938-003                     |  |
| Korea, Republic of           | 00-308-491-0270                  |  |
| Malaysia                     | 1-800-813-686                    |  |
| New Zealand                  | 0800 002 032                     |  |
| Singapore                    | 800-101-2206                     |  |
| Thailand                     | 1-800-014-804                    |  |
| <b>CHINA:</b>                |                                  |  |
| China                        | 400-818-5908                     |  |
| Hong Kong                    | 800-906-128                      |  |
| Taiwan                       | 00801-49-7127                    |  |
| Product License Registration | North America/APAC:              | <a href="mailto:ProdReg@commvault.com">ProdReg@commvault.com</a>       |
|                              | EMEA:                            | <a href="mailto:LicenseKey@commvault.com">LicenseKey@commvault.com</a> |

|   |  |
|---|--|
| <b>Support Portal<br/>(Maintenance Advantage)</b> | <a href="https://support.commvault.com">support.commvault.com</a>  |
| <b>Service Contracts</b>                          | Americas: <a href="mailto:ServiceContracts@commvault.com">ServiceContracts@commvault.com</a><br>EMEA: <a href="mailto:ServiceContractsEMEA@commvault.com">ServiceContractsEMEA@commvault.com</a><br>APJ: <a href="mailto:ServiceContractsAPJ@commvault.com">ServiceContractsAPJ@commvault.com</a><br>China: <a href="mailto:ServiceContractsCHINA@commvault.com">ServiceContractsCHINA@commvault.com</a>   |
| <b>Training</b>                                   | United States & Latin America: <a href="mailto:Registrar@commvault.com">Registrar@commvault.com</a><br>Canada: <a href="mailto:RegistrarCanada@commvault.com">RegistrarCanada@commvault.com</a><br>EMEA: <a href="mailto:RegistrarEMEA@commvault.com">RegistrarEMEA@commvault.com</a><br>Asia-Pacific: <a href="mailto:RegistrarAPJ@commvault.com">RegistrarAPJ@commvault.com</a><br>China: <a href="mailto:RegistrarChina@commvault.com">RegistrarChina@commvault.com</a><br>India: <a href="mailto:RegistrarIndia@commvault.com">RegistrarIndia@commvault.com</a>  |
| <b>Professional Services</b>                      | United States: <a href="mailto:ProfessionalServicesUS@commvault.com">ProfessionalServicesUS@commvault.com</a><br>Canada: <a href="mailto:ProfessionalServicesCanada@commvault.com">ProfessionalServicesCanada@commvault.com</a><br>EMEA: <a href="mailto:ProfessionalServices-EMEA-All@commvault.com">ProfessionalServices-EMEA-All@commvault.com</a><br>Australia & New Zealand: <a href="mailto:ProfessionalServices-ANZ@commvault.com">ProfessionalServices-ANZ@commvault.com</a><br>Asia-Pacific & China: <a href="mailto:ProfessionalServicesAPAC@commvault.com">ProfessionalServicesAPAC@commvault.com</a><br>Japan: <a href="mailto:ProfessionalServicesJapan@commvault.com">ProfessionalServicesJapan@commvault.com</a><br>India: <a href="mailto:ProfessionalServices-India@commvault.com">ProfessionalServices-India@commvault.com</a> |
| <b>Account Management Information</b>             | Contact Your Sales Representative  |
| <b>Invoice and Product Questions</b>              | Contact Your Sales Representative  |

To learn more, visit [commvault.com](https://commvault.com)