

## Nexenta Price List and Pricing Guidelines: Americas and ROW

### Worldwide Pricing Guidelines for Direct Sales (from Nexenta) and Indirect Sales (via a Reseller)

#### Overview

For the convenience of our end user customers, we have compiled these Nexenta *End User Product and Support Pricing Guidelines*. Should you have further questions, please contact either your Reseller or the Nexenta sales department (sales@nexenta.com). All prices are in U.S. currency.

#### Product Pricing

Guidelines that apply to product pricing are:

- Support inclusion: For NexentaStor, the support cost for one year at the appropriate level (Platinum, Gold, or Silver) is built into the purchase price. For all other Nexenta products, the purchase price includes one year of support consistent with the NexentaStor support level (Platinum, Gold, or Silver). Silver Level supports up to 64TB of storage. Above 64TB, customers need to upgrade to Gold or Platinum Levels.
- HA Plug-ins: For every HA node pair, one HA Plug-in license is required. To receive ongoing support and maintenance for the plug-in, customers have three options to install the HA Plug-in:
  - 1) Install using Nexenta Professional Service. Please check SKUs (above) SVC\_PS\_01\_03 and SVC\_PS\_01\_04 for details.
  - 2) Use a Nexenta HA Certified Resellers to deploy the plug-in.
  - 3) Install the HA Plug-in using your own resources and undergo a Nexenta HA health check. Please check SKU (above) SVCPS\_02\_01 for details.
- License savings: License pricing is designed to help customers save money on a per-terabyte basis when they purchase larger licenses up-front. The higher the up-front license purchase, the more a customer can save on licensing costs.
- Support savings: Support pricing is designed to help customers save money on a per-year basis when they purchase multi-year support up-front. The more years of support purchased up-front, the more a customer will save on support costs.

#### Special Pricing

Nexenta offers special pricing:

- Educational (EDU) pricing: Special pricing is provided to educational institutions, whether purchasing directly from Nexenta or indirectly from a Nexenta Reseller. For special pricing, please contact Nexenta sales.
- Site licenses: Special pricing is available for site licenses when purchased directly from Nexenta. For site

## Nexenta Price List and Pricing Guidelines: Americas and ROW

licensing, please contact Nexenta sales.

### Support Activation and Renewals

Guidelines that shape support activation and renewal are:

- **Process:** Upon processing of a Purchase Order, Nexenta will send an acknowledgement email to the contact specified in the Purchase Order. As part of the installation, registration is required. Once the product is registered, Nexenta then will send the license key(s) via email to the person who registered the product.
- **Activation:** The official NexentaStor support activation date begins on the earlier of 1) the day that Nexenta sends the license key(s) to the person who registered the product or 2) 60 days after sending the acknowledgement email for receipt of a purchase order.
- **Not required:** After the built-in support period has elapsed, the customer is not required to buy support for NexentaStor or any plug-ins.
- **Dependencies:** NexentaStor support, including all capacity upgrades, is a prerequisite for plug-in support offerings.
  
- **Catch-up:** Should the support contract be terminated or expire, but then added at a later date, support will be charged from the last renewal date (the closest anniversary of the official NexentaStor support activation date).
  
- **Adding or renewing support:** Support is added or renewed per the following process and policy:
  - For renewals, the support period begins on the 1<sup>st</sup> of the month after the official NexentaStor support activation date.
  
  - Support charges are based on the pricing for the total installed base capacity of the NexentaStor instance. For example, if a customer buys a 16TB base license, then two 8TB upgrades, the support renewal price would be based on a 32TB base license price.
  - Support charges for additional capacity and plug-in purchases made since the official NexentaStor support activation date are pro-rated based on the number of months needed to align support with the base NexentaStor license.
  
- **Timelines:** The following process timelines will be utilized:
  - Direct: For direct customers of Nexenta, the Nexenta Account Manager will send out renewal proposals one month prior to the expiration of support.
  - Indirect / Reseller Partner: Reseller partners must renew support for their customers at least two weeks prior to

## Nexenta Price List and Pricing Guidelines: Americas and ROW

the expiration of support to receive the full discount.

### Support Pricing

Guidelines that shape support pricing are:

- Should support be needed after the initial support period, the level (e.g., Gold) must be consistent for all products for which support is purchased.
- All licensable (chargeable) plug-ins have associated support fees while Adapters and Community Plug-ins may not.
- Support charges (Platinum, Gold and Silver) are calculated as described below:

—Baseline charges

- Support baseline rate per year is approximately 20% of the then-current list pricing of the total base installed capacity of NexentaStor and all chargeable plug-ins. (This calculation is used for catch-up support pricing.)
- All support charges are calculated at the then-current list price even if the product or plug-in was purchased at a discount or provided without charge.
- This baseline rate is used if maintenance has elapsed and support needs to be added at a later date (see the *Nexenta Support Guidelines* posted to our Support minisite for more information or [www.nexenta.com/corp/support](http://www.nexenta.com/corp/support)).

### Reseller Guidelines for Nexenta Community Edition

Resellers cannot sell Nexenta Community Edition software. Nexenta Community Edition software, which can be downloaded from our Web site, is for end users (prospects and customers) to try, test, and get familiar with NexentaStor in a non-product environment.

### Taxes and Exchange Rates

Guidelines in response to taxes and monetary exchange rates are:

- Applicable national and local taxes are not included in the price list amounts and will be added to the applicable invoice or separately invoiced.
- In some geographies, an uplift charge may be built into the pricing.
- For price lists in currencies other than the U.S. dollar, the exchange rate will be based on a Nexenta

## **Nexenta Price List and Pricing Guidelines: Americas and ROW**

calculation. Nexenta reserves the right to recalculate exchange rates at any time.

### **Miscellaneous Guidelines**

Other applicable guidelines are:

- This document is effective as of the date shown on this document.
- This document completely replaces all previous versions with an earlier effective date.
- Pricing and Pricing Guidelines are subject to change without notice.
- Should there be a conflict between pricing and pricing guidelines in this document and other sources, this document shall take precedence.