



Product Bulletin:

Introduction of new Part Numbers for NetApp Support Products

Revision History

15 Oct 2009 - Initial version

01 Dec 2009 - Updated release date from Nov 2009 to Dec 2009

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This PRODUCT bulletin informs NetApp sales and NetApp partners about new or changed NetApp™ products or services.

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1. Summary

This product bulletin announces the introduction of four new part numbers. The reason for the creation of these new part numbers is to clearly differentiate support purchased and delivered by NetApp, as compared to support purchased and delivered by a NetApp Authorized Service Provider (ASP).

2. What's New?

Other than the new part number and a slightly different product description, there will be no difference in the delivery of support that is experienced today with these same products.

3. Product Information

The following parts will be displayed when the customer is purchasing NetApp-branded support.

Part Number	Description	Discount Category Code
CS-N-SSP	NetApp SW Subscription Plan	S
CS-N-SSP-NBD	NetApp NBD Parts Delivery and SW Subscription	S
CS-N-INST-SSP	NetApp Installation and SW Subscription Plan	S

Product Availability

These part numbers will be reflected in the December 2009 release of CustomerEdge and PartnerEdge.

4. Regulatory Compliance

Products need to be validated against the NetApp Safety/EMI Regulatory Compliance List prior to order submission. This is required to ensure that products are being sold only in the countries in which NetApp has received regulatory compliance certification. This information can be found in the Field Portal by searching under "Compliance, Policies and Procedures" or following the links below:

- [RoHS Compliance](#)
- [Safety/EMI Regulatory Compliance \(XLS\)](#)
- [WEEE Compliance](#)

5. Additional Information

Contact Information: Please contact NGS Product Manager, Phil Lora (408-822-6339 or phil.lora@netapp.com) with questions concerning this bulletin.