



Product Bulletin:

Introducing New SupportEdge Services Part Numbers for NetApp Authorized Resellers (Premium without Install)

Revision History

8 July 2010 – Initial Version

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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

Today, NetApp Authorized Resellers are capable of selling SupportEdge Premium without initial installation. However, the part number displayed on the NetApp proposal has been the same part number as the SupportEdge Premium with installation.

This has left many partners confused as to whether the offering truly does include installation or not. With the introduction of these new part numbers, a partner will be able to clearly know on his/her NetApp proposal if installation is not included. These part numbers will only be accessible by NetApp Authorized Resellers properly logged in to PartnerEdge. If a reseller unselected Install, these new part numbers will be displayed on the quote.

2. Sales and Customer-Ready Tools (Training, SE, Customer Presentations, Datasheets, Sales Guides)

In addition to these new part numbers, a new SupportEdge Premium product specification will be available to NetApp Authorized Resellers via the NetApp Field Portal. This new specification will not include Initial Installation.

3. Product Information

Part Number	Description	Discount Category Code
CS-O2-NOINSTALL-2HR	SupportEdge Premium 2hr Onsite, w/o Install	S
CS-O2-NOINSTALL-4HR	SupportEdge Premium 4hr Onsite, w/o Install	S

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 your NetApp sales or channel partner representative with questions concerning this bulletin.