

DRAFT

Frequently Asked Questions (FAQs) About Pledge

1. Who is eligible for a Pledge renewal?

Any Recovery-Series physical appliance customer who purchases a 3 year or greater Recovery-Series package (including bundles).**

2. What do I need to do to receive a new appliance?

For 3 year contracts: Renew the support contract by the 36th month after purchase, then request a new appliance from Unitrends. The appliance will ship after the 36th month completes.

For 5 year contracts: Request a new appliance from Unitrends in month 37 or later. No renewals are required at this time. To be eligible for a second new replacement appliance, renew before month 60 for a minimum of 1 year.

3. When is the earliest I can request a new appliance?

In the 37th month after the initial appliance purchase.

4. What are the characteristics of the new appliance provided to customers in the Pledge program?

At minimum, you are entitled to a new appliance that has equivalent or greater backup capacity.

Over 36 months, given past trends, you can typically expect to receive up to a 50% increase in backup capacity with equal or greater functionality compared to your existing appliance.***

5. What do I do with my old appliance?

At the time of renewal, you'll receive instructions on how to return the older appliance to Unitrends at no cost to you.

Footnotes

*Provided your support contract is still active. Replacement appliances cannot be requested after a support contract is expired.

**Applies to purchase after May 15, 2014.

***Past trends are not a guarantee of future trends. Backup capacity is the size of the logical backup and the amount of retention that a customer wants to achieve (via Recovery Point Objectives [RPO]). Backup capacity is different than raw or maximum storage and takes into account the actual logical backup usage over time.

About Unitrends

Unitrends delivers award-winning business recovery solutions for any IT environment. The company's portfolio of virtual, physical and cloud solutions provides adaptive protection for organizations globally. To address the complexities facing today's modern data center, Unitrends delivers end-to-end protection and instant recovery of all virtual and physical assets as well as automated disaster recovery testing built for virtualization. With the industry's lowest total cost of ownership, Unitrends' offerings are backed by a customer support team that consistently achieves a 98 percent satisfaction rating. Visit www.unitrends.com.

Ready to see Unitrends in action? Watch us crash a server and restore it: www.unitrends.com/product-demo



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Pledge Datasheet
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