



# Add-on Services

## Keystone

NetApp  
January 25, 2023

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# Add-on Services

## Data tiering

Keystone STaaS standard services for file and block storage include tiering capabilities that identify less-frequently used data, and tiers it to Keystone STaaS-supported NetApp cold storage. You can avail data tiering as an add-on service if you want to tier your cold data to any Keystone STaaS-supported, non NetApp storage.

For information about standard and add-on services, see [Keystone STaaS services](#).

For information about Service Levels, see [Service Levels in Keystone](#).

The tiering add-on service is required only when data is tiered to any non NetApp storage such as Amazon Web Services (AWS) S3, Azure Blob, Google Cloud Platform (GCP), and other, Keystone STaaS-supported, S3-compatible, third party object storage.

The tiering capability leverages the NetApp FabricPool technology that enables automated tiering of infrequently accessed data to object storage tiers on and off premises.

The add-on data tiering service enables tiering from Extreme, Premium, Performance, Standard, and Value tier to an object storage target. The ratio of hot:cold data to be tiered is not fixed, and each tier is metered and invoiced separately.

For example, if the target for cold storage tier is:

- Keystone STaaS Value tier, Keystone STaaS StorageGrid Object Tier, or existing SGWS grid (customer owned) - There is no additional charge; it is part of the standard service.
- Public cloud (AWS, Azure, Google) or Keystone STaaS-supported, third party object storage - There is an additional charge for data capacity that is tiered to cold storage target.

The charges for add-on tiering services apply through the entire subscription term.



Hyperscalar-based compute, storage, and network services required by Cloud Volumes ONTAP are not provided by NetApp as a part of Keystone STaaS subscriptions; these services need to be procured directly from hyperscalar cloud service providers.

## Advanced Data Protection

You can subscribe to Advanced Data Protection add-on service as a part of your Keystone STaaS subscription. This add-on service leverages NetApp MetroCluster technology to ensure efficient data protection for your mission-critical workloads at 0 Recovery Point Objective (RPO).



Keystone STaaS standard services for file and block storage offer default data protection services by leveraging NetApp technologies, such as SnapMirror, SnapVault, and Snapshot.

For information about the standard and cloud service, see [Keystone STaaS services](#).

For information about Service Levels, see [Service Levels in Keystone](#).

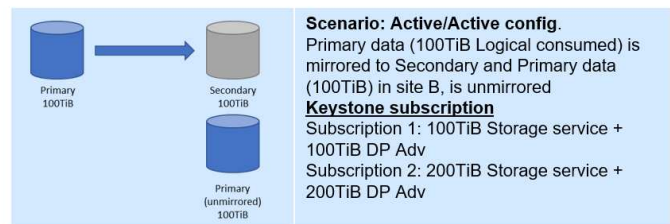
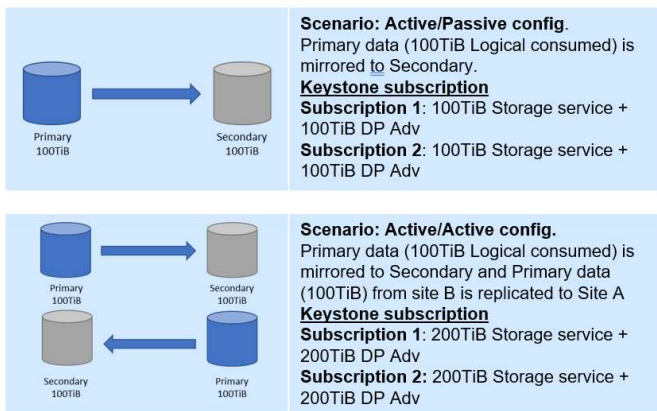
Keystone advanced data protection service can synchronously mirror data to a secondary site. In case of a disaster at the primary site, the secondary site can take over, without any loss of data. This features leverages the MetroCluster configuration between two sites to enable data protection. You can avail the advanced data protection add-on services for only your file and block storage services. For information about ONTAP MetroCluster, see [MetroCluster Documentation](#).

The add-on charges are applicable to all the capacities in the subscription: the source, mirrored copy, and unmirrored data.



Note:

- For this service, 100% of the committed capacity on an associated storage is configured as committed capacity.
- Storage is charged for both the source and the destination clusters. This add-on service is also charged for both the primary and secondary (mirrored) volumes.
- The charges are applicable only to your file and block storage. The following MetroCluster scenarios are supported:



## U.S. Citizen Support (USCS)

United States Citizen Support (USCS) is an add-on offering for NetApp Keystone Subscriptions. It entitles you to receive delivery and support of ongoing Keystone services from U.S. citizens on U.S. soil.

Read the following sections to understand which elements of your subscriptions are bound by this add-on service and are provided under the terms of NetApp Keystone Agreement. <sup>[1]</sup>

### NetApp Global Services Support Center monitoring

NetApp Global Services and Support Center (GSSC) monitors the health of your products and subscribed services, provides remote support, and collaborates with your Keystone Success Manager. All personnel monitoring the products associated with the relevant Keystone subscription orders are U.S citizens operating on U.S. soil.

### Keystone Success Manager

The Keystone Success Manager (KSM) is a U.S. citizen operating on U.S. soil. Their responsibilities are specified in your NetApp Keystone Agreement.

## Deployment activities

Where available, onsite and remote deployment and installation activities are conducted by U.S. citizens on U.S. soil. <sup>[2]</sup>

## Support

Where available, the necessary onsite troubleshooting and support activities are conducted by U.S. citizens on U.S. soil. <sup>[2]</sup>

## Non-returnable, non-volatile components and SnapLock compliance

As a part of NetApp Keystone subscription, NetApp extends the non-returnable, non-volatile components (NRNVC) offering for your file, block, and object services.

You can subscribe to this add-on services as a part of your Keystone subscription. For information about the standard and cloud services, see [Keystone STaaS services](#).

For information about Service Levels, see [Service Levels in Keystone](#).

NetApp does not recover the physical storage media used during the entire service tenure or at service termination when NetApp otherwise recovers all of its physical assets used in the delivery of the service.

If you have purchased this service, note the following:

- You do not need to return any drives and nonvolatile memory at end of the service term or if they failed or found defective during the service term.
- However, you need to produce a certificate of destruction for the drives and/or nonvolatile memory and cannot be used for any other purpose.
- The additional cost associated with the NRNVC is charged as a percentage of the total subscription service (includes standard service, Advanced Data Protection, and data tiering) monthly bill.
- This service is applicable only to file, block, and object services.

## SnapLock compliance

The SnapLock technology enables the NRNVC feature by making the drive unusable after the expiry date set in the volume. For using the SnapLock technology on your volumes, you need to subscribe to NRNVC. This is applicable only to file and block services.

For information about SnapLock technology, see [What SnapLock is](#).

## Keystone co-location services powered by Equinix

NetApp has partnered with Equinix for hosting NetApp Keystone STaaS services in an Equinix data center to ensure the delivery of a unified solution for you.

Keystone co-location (Co-Lo) services powered by Equinix is unchanged from the standard Keystone service offering.

In this service:

- Equinix provides space, power, cooling, networking, and invoice, and storage, on a monthly basis.
- Support is provided for certain Keystone sales motions.
- The services are supported in 21 data centers across 11 countries.

Equinix has the data centers at these locations:

<b>Data center</b>	<b>Country</b>
Amsterdam	Netherlands
Atlanta	U.S.
Chicago	U.S.
Dallas	U.S.
Denver	U.S.
Frankfurt	Germany
London	U.K.
Los Angeles	U.S.
Madrid	Spain
Melbourne	Australia
Miami	U.S.
Milan	Italy
Osaka	Japan
Paris	France
Seattle	U.S.
Silicon Valley	U.S.
Sydney	Australia
Tokyo	Japan

<b>Data center</b>	<b>Country</b>
Toronto	Canada
Washington DC	U.S.
Zurich	Switzerland

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[1] The services and offerings described here are subject to, and limited and governed by a fully-executed Keystone Agreement.

[2] Availability of appropriate personnel for onsite activities is dependent of the geographical location at which the Keystone systems are deployed.