

GEMINI

# Terms of Service Overview



## Introduction

Thank you for choosing VAST Data's AI Operating System ! As you embark on the process of modernizing infrastructure and building out consolidated all-flash data centers, VAST Data is equally invested in your deployment and ongoing operational success. Our Gemini offering is a managed software service that couples a revolutionary software solution with a team of Level 3 engineers that remove the risks and headaches associated with adopting modern AI, analytics, and storage infrastructure.

The following document will walk you through the mechanics of how you will be engaged by our support and services team and will articulate the protections that the Gemini program provides.

## Getting Started: How to Contact Us

VAST Data's world-class support is delivered by Level 3 engineers and is available 24/7. Customers can engage us via whatever channel works best for them:



### Critical

[vastsupport.slack.com\\*](https://vastsupport.slack.com)



### Email

[customer.support@vastdata.com](mailto:customer.support@vastdata.com)



### Web


[vastdata.com/support](https://vastdata.com/support)



### Phone

 US: (844) 464 8278

 AU: +61 1800 462 827

 UK: +44 800 066 8887

 US Federal: (844) 827 8333

 IL: +972 3 303 5996

 SE: +46 10 444 01 55

\*Email us at [customer.support@vastdata.com](mailto:customer.support@vastdata.com) to request login credentials.

# Summary of Gemini Support and Services

<b>Installation</b>	We install and perform validation of your VAST AI Operating System (VAST AI OS)
<b>Operation</b>	Copilots respond to automated call-home alerts, customer-initiated support requests, and knowledge share.
<b>Monitoring</b>	Copilots proactively monitor systems that have VAST Uplink enabled.
<b>Maintenance &amp; Lifecycle</b>	We identify and isolate issues and see them through to resolution. Copilots provide lifetime support for upgrades and expansions.
<b>Replacements</b>	We handle the delivery, install, and return of all part replacements.

## Gemini Explained

Unlike traditional vendors, VAST Data's Gemini model separates hardware and software, putting customers in control. This innovative purchase and deployment model delivers hardware cost transparency and direct buying power, complemented by VAST Data's white-glove support model. Customers license software from VAST Data and purchase required hardware directly from verified partners. This streamlined approach simplifies deployment and management, ensuring a high-performance, predictable data platform.

VAST delivers a flexible licensing approach based on the resources managed by the VAST software: Capacity (storage) and Compute (CPU Cores). Customers license the software from VAST while purchasing hardware directly from verified hardware providers, enabling complete transparency and the ability to scale compute and capacity independently. This disaggregated model is designed for modern AI workloads and offers flexible license terms.

Gemini is a multi-faceted offering that simplifies and streamlines the licensing and acquisition of the VAST Data AI OS. Features include:



### The Disaggregated Commercial Model

Without being constrained by the considerations of running a hardware business, Gemini provides customers with complete hardware cost transparency, lets customers make investments on their own capacity and time horizon, and provides them with the freedom to dial up their system performance by buying hardware at cost to meet the demands of any intense workload.



### The Infinite Storage Lifecycle

Just as with modern cloud infrastructure that is never taken offline for upgrades or migrations, VAST Data's asymmetric architecture supports the ability to extend Gemini subscriptions across multiple generations of hardware that compose, over time, into an exabyte-scale storage cluster where data is never bound to hardware generations and customers never again need to migrate data from system to system.



### The VAST Co-Pilot

With Gemini, VAST Data provides a senior technical engineer with each customer. Co-Pilots are constantly monitoring your systems, prioritizing your feature requests, and handling all of the planning and deploying as you expand your VAST Data AI OS. Co-Pilots are expert cloud operators who work for you to handle all aspects of system management, planning, expansion, and day-to-day operation.



### VAST Data's 'Zero Compromises Guarantee'

VAST Data continues its commitment to 10-year protection of low-cost flash, its commitment to uptime and data durability, its commitment to data reduction supremacy, and its commitment to provide all VAST Data AI OS features as part of Gemini, while also offering an unconditional 60-day right to return. The 'Zero Compromises Guarantee' removes the risk of adopting a new system architecture and is the ideal complement to Gemini as customers move away from legacy HDD-based architectures.

# Gemini Zero-Compromises Guarantee

By engineering revolutionary architectural concepts, the VAST Data AI OS eliminates many of the biggest challenges that have plagued system architectures for decades. The result? VAST Data's Zero-Compromises Guarantee provides a collection of investment protections that eliminate tradeoffs in order to take the guesswork out of deploying modern infrastructure.



## The Zero-Compromises Uptime Guarantee

VAST Data's Disaggregated Shared Everything (DASE) architecture enables every Data Node (Dnode) to handle any function within the system. We guarantee that your system will never experience downtime due to controller hardware failures, so long as you have at least one surviving controller – or we'll give you a year of Gemini for free.



## The Zero-Compromises Data Persistence Guarantee

The VAST DataStore is non-volatile, and doesn't depend on DRAM caching to provide fast write speeds. We've solved around the leading cause of data loss in enterprise storage, so we guarantee that your VAST Data system will never lose data because of volatility or controller failure – or we'll give you a year of Gemini for free.



## The Zero-Compromises Data Reduction Guarantee

We're so confident that our global, Similarity-based data reduction is better than anything that's been done until now, we're guaranteeing it. For unencrypted data sets of 100TB or more of effective storage capacity, if your VAST system doesn't deliver the best efficiency, just prove it to us and we'll true up the difference in the form of additional Gemini capacity licenses.



## The Zero-Compromises All-Inclusive Software Access Guarantee

VAST ensures that any Gemini customer will get all-inclusive access to today's and tomorrow's features without having to pay any additional licensing charges.



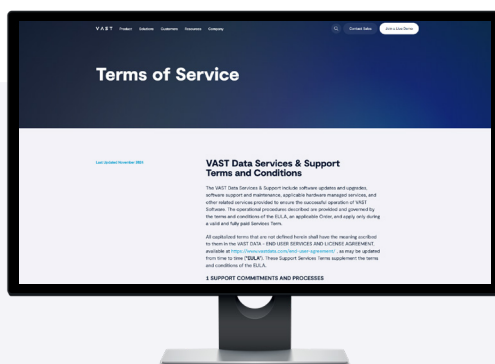
## The Zero-Compromises Flash Endurance Guarantee

VAST's unique approach to endurance management makes it possible to support low-cost hyperscale-grade flash for up to 10 years – inclusive of SSD endurance. Customers can now amortize their hardware investments over a decade, which helps establish Universal Storage as cost competitive with HDD-based architectures by eliminating the legacy storage 5-year refresh.



## 60-Day, Unconditional Right-To-Return

We want our customers to be 100% comfortable with their investment. Feel free to return your system for any reason any time until 60 days after its shipment.



## Gemini Services & Support Terms & Conditions

Please visit [vastdata.com/terms-of-service](https://vastdata.com/terms-of-service)