

Defective Drive Retention Service

Ensuring customer's data confidentiality is the highest priority for NETGEAR®. When a storage drive* becomes defective, the NETGEAR Defective Drive Retention ("DDR") service allows business customers to retain possession of the drive thus giving them total control over the sensitive and confidential data that are stored within it.

Under the terms and conditions of NETGEAR limited warranty policy, when a defective unit is returned to NETGEAR, the returned unit becomes the property of NETGEAR. With the DDR service, however, the customer is allowed to keep the defective unit after returning a signed certified form with a copy of the drive label.

Table 1 – ProSupport DDR Part Number by ReadyNAS/ReadyDATA product

| CATEGORY 2 | |
|--|--|
| Model | Defective Drive Retention (DDR) |
| | PDR0132 (3 Years) PDR0152 (5 Years) |
| EDA500 | o |
| RN312 | o |
| RN314 | o |
| RN316 | o |
| CATEGORY 3 | |
| Model | Defective Drive Retention (DDR) |
| | PDR0133 (3 Years) PDR0153 (5 Years) |
| EDA2000 | o |
| EDA4000 | o |
| RDD516 | o |
| RN516 | o |
| RN716x | o |
| RN212x | o |
| CATEGORY 4 | |
| Model | Defective Drive Retention (DDR) |
| | PDR0134 (3 Years) PDR0154 (5 Years) |
| RD52xxxx | o |
| RN322xxx | o |
| RN422xxx | o |
| RN12Pxxxx | o |
| RN12Sxxxx | o |
| RN12Txxxx | o |
| LEGEND | |
| o Optional. Storage system and hard drives must have valid hardware warranty in effect during the DDR contract term. | |

Primary Benefits of DDR

- **Security** – retain total control of the sensitive data
- **Compliance** – meet regulatory and privacy requirements
- **Convenience** – eliminate the need to perform certified data destruction and return the defective drives

Availability

The optional DDR service is available in the selected countries** for business and governmental agencies with NETGEAR ReadyDATA™ family, ReadyNAS® Pro family, 32xx and 42xx series storage systems.

- DDR service is available at the time of system purchase or while the system remains under limited warranty. (Note that the system and the drives must be under the limited warranty for the DDR coverage to be in effect.)
- Each DDR contract covers all the hard drives, which were purchased from NETGEAR, contained within the main storage system. A separate DDR contract must be purchased for each individual storage system or any optional storage expansion modules.
- DDR service can also be purchased as an additional component of the NETGEAR ProSupport Services with a variety of coverage options.

Customer Responsibilities:

- Complete and sign the certified DDR letter using the company or agency's letterhead
- Take a picture or copy the defective drive label (with serial number)
- Contact the local NETGEAR Call Center (not online RMA process) for replacement authorization.
- Fax or email the signed certificate along with a copy of the drive label to NETGEAR

Upon receipt of the complete documentation, NETGEAR will process and ship replacement unit(s) based on the service entitlement and coverage of the storage systems which are in effect.

Right to Cancel DDR Service with Excessive Failure Rates

NETGEAR closely monitors failure rates of its hard drives and reserves the right to cancel the DDR Service if NETGEAR reasonably believes that the customer is abusing the DDR Service (example: when replacement of faulty hard drives materially exceeds the standard failure rates).

* Covers SATA & SAS drives purchased from NETGEAR

** Australia, Austria, Belgium, Canada, Denmark, France, Germany, Ireland, Italy, Japan, Luxembourg, Spain, Sweden, Switzerland, The Netherlands, UK and USA