



# Recovery Series Pledge

Our Pledge: To Future-Proof Your Investment

The innovative Unitrends Pledge program assures that you maintain a leading-edge backup and disaster recovery environment complete with the newest technologies and capabilities. By purchasing a Pledge agreement along with an active support contract, you will be entitled to a replacement appliance after year 4! Worries about aging technology are no longer a concern with the pledge that you will receive the latest, equivalent-class appliance shipped directly to you.

## Counteract aging hardware and keep pace with new technology.

With rapidly increasing technology capabilities and performance and the growing demand for instant access and “always on” business continuity, IT professionals can find themselves dealing with hardware that has a bounded shelf life. As a component of Unitrends’ #1 All-In-One Enterprise Backup and Continuity solution, Unitrends Pledge gives your organization the security of keeping pace with new technology. Enrolling in Pledge provides you with easy access to functional enhancements, efficiencies, and other improvements added to the Recovery Series appliances since your original purchase.

## Obtain additional reassurance through RapidReplacement™.

Your support contract will ensure your access to a support team that consistently achieves a 98% customer satisfaction rating. Should something happen to your appliance, as an extra bonus, Pledge ensures white glove treatment and accelerated, next business day shipment of a replacement.

## Hardware that’s forever young.

With the combination of a Unitrends support agreement and Pledge, you will be able to address the demands of business continuity on an ongoing basis. And, with continued renewal of your Pledge agreement, you will be eligible to receive free replacement hardware forever.

### Pledge Key Benefits

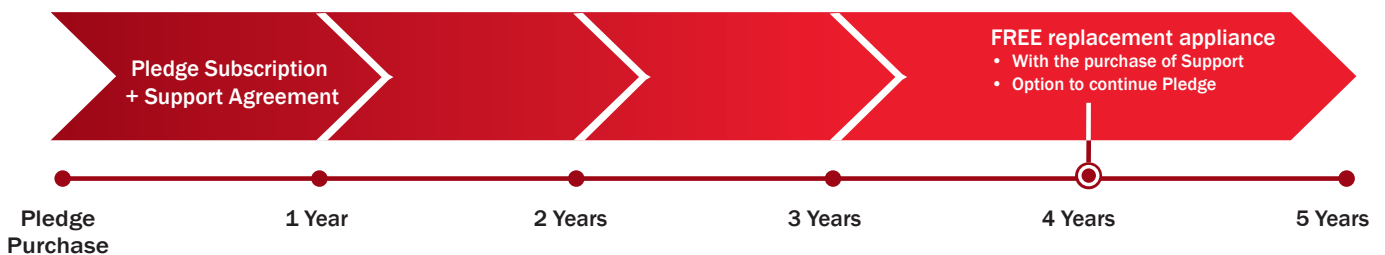
- Pledge protects your organization from aging hardware, and provides a lower Capex expenditure.
- Pledge can be purchased through a variety of payment plans to suit your budgetary cycle.
- Pledge provides additional support benefits, such as RapidReplacement™.
- With Pledge, you may request a free replacement equivalent appliance at any time after year 4.





## Frequently Asked Questions (FAQs) About Pledge

- Who is eligible for a Pledge replacement appliance?**  
Any Recovery Series physical appliance customer who meets the following criteria:
  - Has an active Support agreement.
  - Has purchased Pledge and maintained their Pledge subscription for four years.
  - Has an active Pledge contract at the time they request the new appliance.
  - Does not have any outstanding Pledge or Support contract payments due to Unitrends.
- When is the earliest I can request a new appliance?**  
In the 49<sup>th</sup> month after the initial appliance purchase.<sup>1</sup>
- What are the characteristics of the new appliance provided to customers in the Pledge program?**  
As technology evolves, capacity and performance of appliances generally increases across the product line.<sup>2</sup> Your new appliance that will benefit from these enhancements and will also include new features and capabilities. The specific model that you receive will be of an equivalent class (storage) as your original purchase.
- Do I need to do anything to get my new appliance?**  
Yes, you do need to request the appliance and purchase Support for the new appliance. Information on how to do this is provided as part of the program when you enroll.
- What payment terms are available?**  
A variety of terms are available to suit your budgetary cycle. The three options are to pay annually, or to pay for either a 3 or a 5 year period.  
*Important Note: If you choose an annual or 3 year term, you will need to renew your Pledge agreement before it expires and maintain an active subscription through year 4 to be eligible to receive a replacement appliance at month 49.*
- When do I need to renew my Pledge subscription?**  
To be eligible to receive a Pledge appliance, you will need to maintain an active Pledge subscription for four consecutive years. Depending on your initial purchase, you may need to renew your Pledge subscription before receiving your new appliance.
  - If you purchased Pledge on an annual term, you will need to renew each year through year 4 to maintain the subscription and be eligible for a new appliance. You must renew before your original term expires.
  - If you purchased Pledge on a 3 year term, you will need to renew for one or more additional years when the original term completes. You must renew before your original term expires.
  - If you purchased Pledge on a 5 year term, you are covered for the first four years and will not need to renew before requesting the replacement appliance at month 49 or later. However, you may choose to renew at the end of the 5 year term to continue your Pledge subscription and be eligible for future replacement appliances.
- Do I need to purchase Pledge at the same time that I purchase my appliance?**  
No, you have up to 3 months after purchase of the appliance to purchase your Pledge coverage.
- What do I do with my old appliance?**  
At the time of appliance replacement, you'll receive instructions on how to return the older appliance to Unitrends at no cost to you.
- Can I continue with Pledge even after I get my new replacement?**  
Yes. Just maintain an active Pledge subscription and Support contract for your appliance.



- 1 Provided your support contract and Pledge agreement are still active. Replacement appliances cannot be requested after expiration of either a support or Pledge contract. Applies to purchase after May 15, 2014.
- 2 The Pledge appliance will be a Unitrends certified appliance.



Want to learn more about  
Unitrends Recovery Series?  
Contact us today.