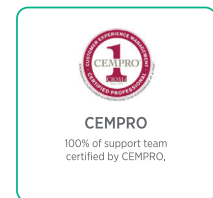
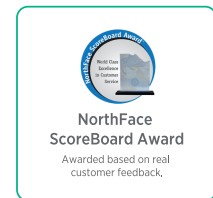
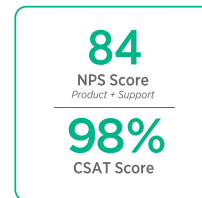


# Rubrik Premium Support

World-Class Support Committed to Your Success

## OVERVIEW

Rubrik Premium Support provides your organization with direct and immediate access to our experienced team of support engineers to help you minimize your operational costs. Rubrik’s support team will provide 24 x 7 incident-based coverage globally, collaborating with your IT team to alleviate recurring problems in your Rubrik environment. Our support professionals are equipped with the technical expertise to quickly address any incidents through both telephone and online support, and will help ensure that services in your mission-critical data management environment are running optimally.



## SCOPE AND BENEFITS

Engaging Rubrik’s support team will allow your IT team to resolve complex issues more efficiently. Premium Support includes the following benefits:

- **Telephone and web support:** Rubrik’s support professionals will be available by telephone or web interface on a 24 x 7 basis. Your IT team will have access to web-based knowledge and self-help customer support tools that can help minimize disruptions.
- **Product updates and fixes:** In order to ensure that your IT environment is equipped with the latest Rubrik features and functionality, our support engineers will keep your IT team apprised of latest software updates and new releases. Any critical product fixes will also be handled, allowing you to maintain a consistent high level of productivity.
- **Advanced hardware replacement:** For any hardware failures, Rubrik will ship an advanced replacement to arrive at your site the next business day if the request is received before 3PM local time. Please note that shipping to certain locations may be subject to local customs clearance processing and associated delays.

## ADDITIONAL INFORMATION

For more information on Rubrik’s support offerings, please refer to the Rubrik Proactive Add-On and Dedicated Add-On Support Program data sheets, or contact your Rubrik representative.



### Global HQ

3495 Deer Creek Road  
Palo Alto, CA 94304  
United States

1-844-4RUBRIK  
inquiries@rubrik.com  
[www.rubrik.com](http://www.rubrik.com)

Rubrik, the Zero Trust Data Security Company™, delivers data security and operational resilience for enterprises. Rubrik’s big idea is to provide data security and data protection on a single platform, including: Zero Trust Data Protection, ransomware investigation, incident containment, sensitive data discovery, and orchestrated application recovery. This means data is ready at all times so you can recover the data you need, and avoid paying a ransom. Because when you secure your data, you secure your applications, and you secure your business. For more information please visit [www.rubrik.com](http://www.rubrik.com) and follow @rubrikinc on Twitter and Rubrik, Inc. on LinkedIn. Rubrik is a registered trademark of Rubrik, Inc. Other marks may be trademarks of their respective owners.