

AMD SOLARFLARE™ ENTERPRISE SERVICE AND SUPPORT



INTRODUCTION

AMD Solarflare™ Enterprise Service and Support (ESS) delivers enterprise-class support. This includes direct access to Tier 3 support and service level descriptions suitable for deployment in Fortune 1000 data centers as well as capital market environments such as exchanges, brokers, financial institutions, banks, external data providers/consumers, hedge funds, and high frequency traders.

ESS PROGRAM SUBSCRIPTION LEVELS AND BENEFITS

ESS provides two subscription levels, ESS Standard and ESS Premium, for a wide range of customers, from small to multi-national corporations with mission-critical applications. Customers that require 24x7 support should choose the ESS Premium level.

INCLUDED	STANDARD	PREMIUM
COVERAGE	Global	
ISSUES	Current (N) and Previous (N-1) versions for up to three years	
MAINTENANCE RELEASES	Yes	
SUPPORT DELIVERY	Email	Email and Phone
PHONE COVERAGE	NA	24/7
ENTERPRISEONLOAD™ ACCESS	Yes	

ENTERPRISE CLASS SOFTWARE

Both ESS service levels allow access to AMD Solarflare™ EnterpriseOnload™ Software, a hardened, long-term supported version of OpenOnload™. EnterpriseOnload provides bug fixes and updates on current and previous [N-1] major version of EnterpriseOnload. The current EnterpriseOnload version and the previous version are maintained. The previous version is maintained for a minimum of three years for operating systems that remain in general support.

ESS SERVICE LEVEL AGREEMENTS (SLAs)

ESS SLAs are based upon the severity level (“**Severity Level**”) of a technical problem (“**Incident**”), the ESS service level purchased (Standard or Premium), and target response times (“**Response Times**”), defined below:

- **Incident** is a problem experienced by a customer who is a current ESS service level subscriber related to the customer’s use of EnterpriseOnload and properly reported to AMD. Note that, while OpenOnload is available to allow users to have early access to new features, EnterpriseOnload is the only ESS supported Onload version.
- **Response Time** reflects the amount of time for AMD to use reasonable commercial efforts to acknowledge, by email, a new support Incident that has been logged in the AMD support tracking system, respond to such support Incident, and begin its investigation. AMD may use reasonable commercial efforts to deliver to customer a workaround, defined as a feasible change in operating procedures, that is acceptable to the customer whereby they may avoid deleterious effect of an Incident.
- **Severity Level** describes the priority that an incident is given by AMD based upon the impact of the problem on the customer’s operation.

These ESS SLA relationships are shown below:

SEVERITY LEVELS	TARGET RESPONSE TIMES	
	ESS STANDARD	ESS PREMIUM
LEVEL 1 – URGENT, PRODUCTION ISSUE	1 business day	1 hour
LEVEL 2 – HIGH, PRODUCTION ISSUE	2 business days	4 hours
LEVEL 3 – MEDIUM, PRODUCTION ISSUE	2-5 business days	1 business day
LEVEL 4 – LOW, NON-PRODUCTION ISSUE	2-5 business days	2 business days

A minimum support coverage dollar amount is applicable per service level.
For more information on ESS support levels, please contact support-nic@amd.com

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Product Discontinuation Notice for AMD Solarflare™ Enterprise Service and Support Basic Subscription

April 21, 2025

Product Discontinuation Notice

Overview

The purpose of this notification is to communicate that Advanced Micro Devices, Inc. is discontinuing the AMD Solarflare Enterprise Service and Support(ESS) Basic subscription service and annual renewal as of May 15, 2025.

Description

AMD will discontinue the AMD Solarflare Enterprise Service and Support Basic subscription service listed below.

The products affected include all standard part numbers, OEM part numbers, and specification control document (SCD) versions of the standard part number listed in this notice.

Part Number:

SOLR-BAS-ESS-OL-1PK

Key Dates and Ordering Information

- Final orders, Last Time Buy(LTB) will be accepted until May 15, 2025.
- AMD makes no commitments to support newer versions of supported operating systems, add support for other operating systems, or support any new features/enhancements after the LTB date.
- Customers are advised to migrate to the ESS Standard or ESS Premium subscriptions going forward.

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