

This document reflects Hitachi Data Systems (HDS) geographic service coverage. Hitachi Data Systems has service centers in each of these locations and can provide same-day service within 50 miles / 80 kilometers. Service levels and committed response times outside of the noted locations and service zones are subject to local service management approval. Accelerated service levels or response times, other than same-day service, even within the service zones, also requires local service management approval.

A service center is defined as a location where there is Hitachi Data Systems trained personnel dedicated to providing service on its own products. Hitachi Data Systems reserves the right to use both its own (HDS) personnel as well as subcontractors to provide onsite and remote services.

The service center locations are subject to change, additions and deletions, without notice. Hitachi Data Systems will make every effort to ensure that there is no adverse effect to any customer due to any changes in the geographic service coverage

Europe/Middle East/Africa

Country/Province/State	Service Locations
Austria	Vienna, Salzburg, Innsbruck Linz, Graz
Belgium & Luxemburg	Brussels, Gent
Denmark	Copenhagen, Aarhus, Odense, Haderslev
Finland	Espoo
France	Aix, Angers, Bordeaux, Dijon, Lille, Lyon, Macon, Marseille, Metz, Montpellier, Nancy, Nantes, Paris, Rennes, Strasbourg, Tours
Germany	Berlin, Dusseldorf, Frankfurt, Hamburg, Hanover, Koln, Mannheim, Munchen, Munster, Nurnberg, Saarbrucken, Stuttgart, Wiesbaden, Wolfsburg
Israel	Tel Aviv, Haifa, Jerusalem
Italy	Milan, Rome, Padua, Turin, Parma, Bologna
Netherlands	Almere-Haven, Amsterdam, Rotterdam, Eindhoven, Apeldoorn, Utrecht

Norway	Oslo, Bergen, Trondheim
Spain	Barcelona, Madrid, Zaragoza
Sweden	Gothenburg, Malmo, Stockholm, Sundsvall. Malmo can also be maintained from Denmark.
Switzerland	Aarau, Baden, Basel, Bellinzona, Bern, Biel, Fribourg, Geneva, Lausanne, Locarno, Liesthal, Lugano, Luzern, Olten, Solothurn, St Gallen, Schaffhausen, Sursee, Thun, Wettingen, Winterthur, Zug, Zurich
United Kingdom	Birmingham, Brighton, Bristol, Cambridge, Cardiff, Darlington, Dundee, Edinburgh, Exeter, Glasgow, Leeds, London, Manchester, Middlesboro, Newcastle, Northampton, Nottingham, Oxford, Peterborough, Preston, Southampton, Swindon

Asia Pacific

Country/Province/State	Service Locations
Australia	Adelaide, Brisbane, Canberra, Melbourne, Perth, Sydney,
China	Beijing, Shanghai, Guangzhou, Chengdu,
Hong Kong	Hong Kong
Macau	Macau
Malaysia	Kuala Lumpur
Taiwan	Taipei
Singapore	Singapore
Taiwan	KaoHsiung, Tainan
Singapore	Singapore
India	Mumbai, Bangalore, New Delhi

Latin America

Country/Province/State	Service Locations
Argentina	Buenos Aires
Brazil	Sao Paulo, Brasilia, Rio De Janeiro
Chile	Santiago
Mexico	Mexico City, Monterey
Venezuela	Caracas

North America

Country/Province/State	Service Locations
Alabama	Birmingham
Arizona	Phoenix, Tucson
Arkansas	Little Rock, Bentonville
California	Anaheim, Burbank, Concord, Sacramento, San Francisco, San Jose, Los Angeles, San Diego, Bakersfield, Santa Barbara
Colorado	Denver
Connecticut	Greenwich, Hartford, Norwich; Waterbury, Danbury, New Haven, New London
Delaware	Newark, Wilmington
Florida	Jacksonville, Miami/Dania, Orlando, Tampa
Georgia	Atlanta, Columbus
Iowa	Des Moines
Illinois	Chicago, Peoria
Indiana	Ft. Wayne, Indianapolis
Kentucky	Louisville
Louisiana	Baton Rouge, New Orleans
Maine	Portland
Maryland	Baltimore
Massachusetts	Boston, Springfield, Pittsfield, Worcester
Michigan	Detroit, Grand Rapids, Flint
Minnesota	Minneapolis
Mississippi	Jackson
Missouri	Kansas City, St. Louis

North America *(Continued)*

Nebraska	Omaha
New Hampshire	Nashua, Manchester
New Jersey	Newark, Jersey City, Edison
New Mexico	Albuquerque
New York	Albany, New York City, Syracuse, Buffalo, Long Island, Rochester, Westchester
North Carolina	Charlotte, Raleigh
Ohio	Cincinnati, Dayton, Cleveland, Columbus, Toledo, Akron
Oklahoma	Oklahoma City, Tulsa
Oregon	Portland
Pennsylvania	Harrisburg, Philadelphia, Pittsburgh
Rhode Island	Providence
South Carolina	Columbia, Greenville
Tennessee	Memphis, Nashville
Texas	Austin, Dallas, Houston, San Antonio
Utah	Salt Lake City
Virginia	Arlington, Richmond
Washington	Seattle
Washington D.C.	District of Columbia
Wisconsin	Milwaukee, Madison
Alberta	Calgary, Edmonton
British Columbia	Langley, Nanaimo, Vancouver, Victoria
Manitoba	Winnipeg
Ontario	Barrie, Kingston, London, Ottawa, Peterborough, St. Catherines, Toronto, Windsor
Quebec	Montreal, Quebec City

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