

Multi-Year Service SKU Policy Coverage Clarification

3 Year and 5 Year Service SKU's

Extreme Networks multi-year (3 year and 5 year) service SKUs were created to simplify the services quoting and ordering process and to provide exceptional value to our customers. (Examples of these products include: 91300-xxxxx, 91500-xxxxx, 91504-xxxxx).

These multi-year service SKUs are for fixed term durations and do not support terms other than 3 years or 5 years, such as 12, 18, or 38 months. This can limit a customer's ability to co-term these SKUs to a common term end date.

To fulfill requests for term durations other than 3 year or 5 year terms, customers should utilize the appropriate single year service SKU and pro-rate accordingly if required. (Example: a 4 year term should be quoted with a 3-year SKU plus a 1-year SKU).

Standard service discounts apply to all multi-year service SKUs, unless otherwise noted, however additional (incremental) pre-paid multi-year service discounts are not available on 3 year or 5 year service SKUs.