

# ExtremeWorks Managed Services ResponsePLUS - AHR (Advanced Hardware Replacement)

**Service:** ExtremeWorks Managed Services ResponsePLUS - AHR (Next Business Day & 4 Hour Response)

**Version:** 2.0

**Date:** November 2016

**Availability:** Global

**Order Code:** 97504, 97507

## 1.0 Service Overview

ExtremeWorks Managed Services ResponsePLUS - AHR offerings provides continuous proactive remote network monitoring, incident and problem management, proactive change and configuration management technical support, Operational Software updates and upgrades and advanced parts replacement for Covered Products (as defined herein) according to particular levels of purchase. In addition customers are entitled to the Extreme Networks Managed Services Gateway for real time access to network health, performance and security issues, saved configurations, an inventory database, and standardized network reports. A designated managed services account manager will be assigned and scheduled review sessions held. The ExtremeWorks Managed Services ResponsePLUS - AHR service is designed to identify potentially critical network situations and take actions before they become business disruptions.

Network and device events are detected and collected via the remote monitoring process are evaluated, correlated and presented to a team of Network Operations Center (NOC) support engineers who are specifically assigned to evaluate and take action to restore normal service operations. (Installing Operational Software update or upgrade, arranging for parts replacement, apply configuration setting, etc.)

Extreme Networks service offerings further grant Customers telephone and web access to Extreme Networks Network Operations Center (“NOC”) 24 hours a day, 365 days a year (24x7) to report problems, ask product-related questions and receive assistance for Extreme Networks hardware and Operational Software.

## 2.0 Service Levels

ExtremeWorks Managed Services ResponsePLUS - AHR is available with the following response times depending upon offering purchased:\*

SERVICE ORDER CODE	SERVICE LEVELS	FRU RESPONSE TIME*
97504	ExtremeWorks Managed Services ResponsePLUS - Next Business Day - AHR	Next Business Day
97507	ExtremeWorks Managed Services ResponsePLUS - 4 Hours - AHR	24x7 - 4 Hours

\*Diagnosis and troubleshooting required to identify the faulty Field Replaceable Unit (“FRU”) to be replaced must be completed prior to requesting the replacement FRU. The response time interval starts after the NOC validates the need for a replacement FRU and assigns an RMA number.

## 3.0 Availability

ExtremeWorks Managed Services ResponsePLUS - AHR, contracted for a defined period, is available globally from key business locations, subject to the conditions herein. Please refer to Appendix A for additional information on availability and restrictions by geography.

This service is designed to support a single network infrastructure in totality. Consult the Extreme Networks Service Price List for minimum eligibility requirements prior to purchase order submission.

## 3.1 Pre-requisites

All network products must be fully installed and the network operational prior to beginning onboarding activities for any Extreme Networks Managed Service offering.

A full network discovery report using the Extreme Networks Asset Discovery Tool (ADT), NetSight, or similar tool that discovers Extreme Networks (legacy Enterasys and legacy Extreme Networks) devices on a network and identifies key components on them, must be provided. Once the discovery is complete, the results (CSV or XML file) must be sent to Extreme Networks. This will be used for quoting specific coverage under any Extreme Networks Managed Services offering and will be the basis for onboarding activities.

## 4.0 Deliverables

Each ExtremeWorks Managed Services ResponsePLUS - AHR offer includes the following:

Network Monitoring - through the use of specific network management systems, tools and knowledge bases, Extreme Networks provides continuous surveillance and data collection to automatically identify network issues. All network devices that are covered by this service are monitored to support routine network operations. The network monitoring process assesses the health, performance and basic security status of the network devices per specific device model attributes. Additional details regarding specific device attributes and values being monitored are contained in the Extreme Networks Managed Services User Guide.

Network monitoring collects, reports and retains a number of events from the network and its managed devices. When some events in the network or device exceed predefined thresholds, an alarm is created that may require further action, other events may not create an alarm.

Alarms are reviewed by an Extreme Networks NOC support engineer who may create a ticket per Appendix B (Ticket Severity and Escalation Guidelines).

Tickets created are proactively managed by qualified NOC engineers for service restoration purposes, including but not limited to:

- Installing Operational Software updates and upgrades
- Implementing parts replacements
- Applying device level configurations
- Facilitating temporary workarounds
- Proactive change management

Customers are made aware of all tickets created per the notification procedures further explained in the Extreme Networks Managed Services User Guide. All alarms and tickets are displayed in the Managed Services Gateway (MSG).

The Network Monitor is located in the Extreme Networks Cloud and is operated by Extreme Networks.

Network Operations Center - 24x7 telephone support that provides technical assistance and proactive restoration of network issues resulting from monitoring alarms and defect or failures in the Extreme Networks hardware and Operational Software to conform to published documentation on Covered Products.

Escalation Management -The Network Operations Center (NOC) is the escalation point for the customer for raising unsatisfactory conditions or immediate concerns associated with the service quality on Covered Products. Please see Appendix B for additional detail.

Extreme Networks Cloud Access - The customer gets secure access to the Extreme Networks Managed Service Cloud, which delivers the managed service to the customer.

Managed Service Gateway (MSG) - Customers receive end-user accounts to access the online Extreme Networks Managed Service Gateway. The MSG is a central platform that includes the following:

- Dashboards for overall network health, performance and security status
- Details of all network monitoring generated alarms
- Create and display open and closed support tickets for all managed services on Covered Products
- View and download standard reports exclusive to the ExtremeWorks Managed Services ResponsePLUS - AHR offer
- Access to saved device configuration files
- View Covered Products inventory listing
- Listing of Extreme Networks Managed Services entitlements
- Manage user profile settings (time zone, phone/mobile, mail, address)
- Access Managed Service User Guide
- Ability to download Operation Software Updates and Upgrades
- A customer satisfaction and feedback mechanism
- Customer review session schedules, minutes and action items

Inventory Database - Data from all devices covered by the managed service is collected in a central inventory database accessible via the Managed Services Gateway. The NOC will maintain a record of asset details that comprise the network infrastructure covered by this service. The static device information is used to provide other deliverables such as replacement device restoration, change management activities and Network Monitoring. This data will encompass:

- Type and quantity of components at the field replaceable unit level (FRU)
- Manufacture part number, model and device type (including connected assets Stacks, AP's etc.)
- Device IP address
- Embedded Operational Software version levels
- Component serial numbers

Device Configuration Backup Database - Extreme Networks will maintain a database of certain device configuration data that are backed up periodically by this service. The configuration backup tasks are initiated automatically when a configuration

is saved or on a fixed schedule, dependent on the specific devices' capabilities (please refer to User Guide for details). All configuration files are utilized by NOC engineers for implementing service restoration and to assist with network operation tasks. This database is accessible from the MSG and the customer will be notified if a backup is unsuccessful.

**Change Management** –Extreme Networks will provide remote network change management associated with service restoration created by network monitoring alarms or customer initiated tickets. If Extreme Networks deems it important to change the network environment to restore service availability, the NOC will execute changes per procedures outlined in the Extreme Networks Managed Services User Guide. Remote change management requests initiated by the customer that are not related to service restoration activities are available from Extreme Networks as a separately charged and scheduled activity.

**Managed Services Reporting** – The network monitoring system and tools collect log and event information which is compiled into standardized reports. The MSG provides access to these reports which track the most active devices in the network in several areas. Advance level reporting is also available. Standard reports that are generated monthly include:

- Availability information for each device
- Alarm Logs by Category – Critical, Major, Minor
- Configuration Change history by device
- Top devices with the most alarms
- Most frequently occurring alarm types

Additional reports are distributed that provide the performance of the Managed Service itself by highlighting:

- Network monitoring uptime
- Configuration backup database availability
- Inventory Management database availability

**Managed Service Account Manager**- Extreme Networks will designate a key contact for all managed service activities who is responsible for coordinating all deliverables provided by this service description, including:

- Coordinate all Onboarding activities between Extreme Networks and customer
- Develop and deliver the Extreme Networks Managed Services User Guide
- Schedule and conduct twice annual managed services review sessions to discuss and review open issues, recommendations and all aspects of the managed service relationship.
- Provide customer advocacy and single point of contact (SPOC) communicating customer feedback and requests where required

**Advanced Shipment** – Extreme Networks provides for the advanced shipment of FRUs to the customer's contracted sites within the contract response time on Covered Products. A request for a replacement FRU is validated by NOC and a Return Material Authorization (RMA) number is assigned. Extreme Networks will pick, pack and dispatch the replacement FRU using a commercial delivery service to make the delivery to the customer's contracted site. The replacement FRU will be delivered within the contracted response time, subject to the regional restrictions, response times, and diagnostic requirements identified in Appendix A.

**Operational Software updates and upgrades** – Customer is entitled to receive any Operational Software or Operational Software upgrades that Extreme Networks may develop and generally release on Covered Products.

Operational Software is defined as embedded software that is required to operate an Extreme Networks network device and is offered for sale as an inclusive component of such hardware network device product as described in Extreme Networks' published price list applicable to such hardware product ("Covered Product").

Operational Software updates and upgrades may be obtained through the MSG after establishing a web account and are only available for Covered Product that is registered and subject to Extreme's standard published product documentation and support/ maintenance entitlements. Use of Operational Software updates and upgrades shall be subject to the ExtremeWorks Support Program Terms and Conditions, in addition to your applicable product license agreement and purchasing terms and conditions.

Extreme Networks will ensure that the customers covered products under the ExtremeWorks Managed Services ResponsePLUS - AHR service will be running supported versions of operational software.

In addition, Extreme Networks will install update and upgrades as becomes necessary for resolution of incidents.

NOTE: Support for Application Software products, including subscription to include entitlement to major and minor releases of the Application Software products, if available, are not included with the ExtremeWorks Managed Services ResponsePLUS - AHR. Subscription and support for Application Software must be ordered separately via ExtremeWorks Software Subscription services offerings as further published for availability in accordance with Extreme Networks' then-current Price List (currently categorized as order code 97003).

**Extreme Managed Service User Guide** – Customers will be provided access to a Managed Services User Guide via the MSG which describes the operational support provided and relevant customer specific details including:

- Roles and responsibilities
- Alarm notification procedures
- How to access and use the configuration and inventory databases
- Provide customer clear directions for contacting Extreme regarding Managed Services, and instructions for reporting technical issues
- Escalation procedures

## 5.0 Extreme Networks Responsibilities

Extreme Networks is responsible for:

Onboarding Process – is a pre-scripted approach in which Extreme Networks works with Customer to prepare the covered network devices to enable Managed Services ResponsePLUS - AHR functionality, including:

- Kickoff meeting to identify points of contact, establish communications, and identify tasks each party must fulfill to complete the Managed Service deployment (reference User Guide for details)
- Provisioning the monitoring tools and back end systems to enable the Managed Services ResponsePLUS - AHR services.
- Shipment of any pre provisioned service equipment for Extreme Cloud expansion and Cloud Access, delivered to customer for self-installation. Extreme Networks is owner of each service equipment.
- Remotely configure and provision the Cloud Access (with customer onsite assistance)
- Provide individual customer credentials to access the Managed Service Gateway for customer’s network (no shared user accounts).
- Providing customer specific Managed Services User Guide
- Inform customers about service related maintenance windows
- Assistance for any network configuration related question to enable this service
- Remotely configure and provision customer devices for monitoring, cloud and remote management access (with customer onsite assistance)
- Provide customer with any required configuration options to setup the customer device for the service (including SNMPv3 user, SNMP Trap IPv6 Receiver Address, Syslog IPv6 Address) to enable Network Monitoring capabilities for Covered Products.
- Perform test of managed service, and obtain confirmation from customer in writing prior to service activation

- Operation of the Service Management- and Service Delivery Infrastructure:
- Maintenance of all service delivery related components (Network Monitoring, Inventory Management, Backup Management, and Managed Service Gateway) within maintenance windows.
- Notify customer of planned major maintenance window for Service Related components (MSG, Monitoring System). Managed services may be unavailable at times during a major maintenance window.
- Informing customers if a managed service availability issue occurs
- Insuring network monitoring capability of new Extreme Networks products and related Operational Software to the Network Monitoring system, databases and tools

## 6.0 Customer Responsibilities

Complete the Pre-Requisites as described in Section 3.1 of this service description

Provide Extreme Networks complete information per device as requested during the On-boarding process, including:

- Complete device inventory list including current IPv4 addresses etc.
- Providing user names/passwords (including read and write access)
- Network documentation
- ISP connectivity information
- Appoint a prime point of contact to work with Extreme Networks throughout the onboarding and implementation process

Install any pre provisioned managed service equipment as specified (power, cabling, environmental), and assist with enabling Extreme Networks to have remote access and control of the device.

Remote connectivity must be operational prior to service activation. Customer is responsible to ensure connectivity to all Covered Products in scope of this service including provision of WAN connectivity and enabling access through local security devices. Remote connectivity must comply with the following key attributes:

REMOTE CONNECTIVITY ATTRIBUTE	RESPONSEPLUS REQUIREMENTS
Minimum Bandwidth (dedicated)	2 Mbit/sec
Recommended Availability	Business Class Service with 99.5% Uptime
Recommended Mean Time To Repair	Less than four (4) hours
IP Connection	Minimum one (1) static public IP
IP Connection Type	Synchronous connection
Termination Device	CPE with Ethernet port

Although Extreme Networks has a co-delivery approach to this service, the customer has the overall responsibility for the following domain of the network and its components including:

- Network design and Implementation in accordance with Extreme Networks Design Guidelines.
- Change Management for any Changes not being a result of normal network operation
- Maintaining the network service connectivity (as specified beforehand) including WAN as well as connectivity of the on premise service devices. Customer is responsible to pay all related service and maintenance fees.
- Maintain read and limited write access to all monitored devices
- Maintaining the environmental conditions for the Managed Service equipment according to the product specifications (power, environmental, connectivity)

Provide a single point of contact (SPOC) as the primary technical liaison for the Extreme Networks managed service. The SPOC will be responsible for coordinating and directing the customer's performance under this service. The SPOC needs to be technically competent to engage with Extreme Networks support engineers. The SPOC should have the authority to resolve issues and to provide timely decisions and direction to Extreme Networks including:

- Planning and scheduling service delivery
- Providing site and contact information, as requested.
- Providing and maintaining current contact names, e-mail addresses and phone numbers through the duration of this managed service.
- Providing a technically knowledgeable representative during all service activities.
- Request creation or deletion of MSG User Accounts

Assisting, if necessary, with the execution of the actions as supplied in the Network Monitoring alarm notification with the NOC on the related alarm

Advising Extreme Networks, in writing (Informational Ticket), of any change effecting the ExtremeWorks Managed Services ResponsePLUS - AHR covered devices, to ensure proper monitoring, dispatch and delivery.

Ensuring that access (point of entry, security access) is arranged to the site for receiving the replacement FRU.

Ensuring that all covered hardware is operational and up to the currently supported revision level before this service plan goes into effect. Failure to do so will exclude that hardware from coverage.

Ensuring that the products are used and maintained in accordance with the applicable product documentation.

Returning the defective FRU to an authorized Extreme Networks repair facility. In the event that you fail to return the defective FRU within ten (10) business days of receipt of the replacement FRU, Extreme Networks reserves the right to invoice you for such product or product component based on the current list price. Failure to return defective parts in a timely manner may result in the suspension of future advance hardware replacement service delivery from Extreme Networks. The failed FRU becomes the property of Extreme Networks on an exchange basis.

Using all reasonable efforts to maintain software products major releases installed at sites at the most current release level.

Using the versions of Operational Software currently supported by Extreme Networks. If the Operational Software is a version other than that which is currently supported, as identified in the Extreme Networks Product End of Life and Support Plan End of Life Policy, the customer is required to purchase the required versions of the product to obtain support. Support for Application Software must be purchased separately under Software Subscription as defined in Extreme's then-current Price List, if available.

## 7.0 Assumptions

The following assumptions govern the delivery of ExtremeWorks Managed Service ResponsePLUS - AHR Service:

Once Extreme Networks establishes bi-directional network connectivity and data has been consistently transmitted, the Managed Service ResponsePLUS - AHR service will be operational and the service commencement date established.

Acknowledging that the customer's right to use the Operational Software releases is subject to the software licensing terms of the applicable purchasing/licensing agreement under which the customer purchased/licensed its products from Extreme Networks, and any associated terms and conditions contained therein.

FRU delivery is subject to the hours of coverage and response times as identified in Appendix A.

Extreme Networks will make commercially reasonable efforts to ship, at its expense, a replaceable hardware FRU to arrive at the customer's designated location within the specified time frame and based on the parameters indicated in Appendix A. In certain geographies, the customer may be responsible for the cost of importing replacement product, including customs and duty fees. Please consult with Extreme Networks or your authorized Extreme Networks Services Partner to learn whether your location is included.

For the purpose of providing support services, Extreme Networks will have the right at any time to audit a contracted site through software, remote polling or other reasonable means to verify the site's in-service inventory against the contracted equipment, to conform to the customer's network size and/or to verify the software eligibility status, except as otherwise may be prohibited by applicable law.

If the customer's Operational Software is a version that is not currently supported, and the non-conformance is corrected in a supported version, then the customer will be advised to upgrade to obtain assistance. Extreme Networks will not incorporate software fixes or corrections into versions of Operational Software other than those currently supported in accordance with Extreme Networks' Product End of Life and Support Plan End of Life Policy. Extreme Networks does not represent or warrant that all non-conformance of the Operational Software can be corrected.

Operational Software products major releases and upgrades are provided for distribution only to the customer for use on or with the Extreme Networks-supplied products on which they operate, in accordance with the Extreme Networks published specifications.

Operational Software upgrades may be obtained through Extreme Networks' Web site after establishing a web account and are only available for the Covered Product that is registered. Use of Operational Software upgrades shall be subject to the terms and conditions of said software.

The terms and conditions of Extreme's performance of support and services are as posted here: <http://www.extremenetworks.com/company/legal/terms-of-support/>. In the event of any conflict between the language in this Service Description Document and Extreme Networks published terms and conditions, Extreme Networks published terms and conditions shall govern.

Unless required for operational reasons and elsewhere agreed between the customer and Extreme Networks, the replacement FRU will be at the then-current minimum hardware, software and software release levels as published by Extreme Networks.

Managed Services ResponsePLUS - AHR support is delivered in the English language.

## 8.0 Exclusions

The following are completely out of the scope of ExtremeWorks Managed Services ResponsePLUS - AHR entitlements and are not included herein. Professional Services offerings may be available for purchase and Extreme reserves the right to change for any costs incurred with performance of services affected by any of the following factors below.

Extreme Networks responsibility to provide maintenance under this service description will be limited to the customer's side

of the Customer Premises Equipment (CPE) residing on the Demarcation Point ("Demarcation Point" is defined as the point between facilities controlled or owned by the local carrier and those facilities controlled or owned by the customer). If Extreme Networks responds to the customer's request for service and the customer's claim of network malfunction is due to problems on the local service provider side of the Demarcation Point due to malfunctions in equipment or software other than that covered by this service, then the customer will be responsible for additional charges for such response in accordance with Extreme Networks published time-and-material rates.

Extreme Networks is not required to provide any services for problems arising out of: (i) Company's failure to implement all Updates issued under the Services; (ii) alterations of or additions to the Products performed by parties other than Extreme; (iii) accident, natural disasters, terrorism, negligence, or misuse of the Products (such as, without limitation, fire, flood, water, wind, lightening or other acts of God, operation outside of environmental specifications or in a manner for which the Products were not designed); (iv) interconnection of the Products with other products not supplied by Extreme, or (v) certain components, including but not limited to the following: spare fan trays, blank panels, cables, cable kits, rack mount kits, brackets, antennas and consumable items.

Extreme Networks shall only be obligated to support the then-current revision of the Products and the immediately prior revision. Support for any earlier versions or for other problems not covered under the Services may be obtained at then-current rates for special technical services and on Extreme Networks then-current terms and conditions for such services, subject to acceptance by Extreme Networks.

Extreme Networks will have no liability or obligations for failure of the products to conform to published specifications resulting from the combination of the products with any third-party hardware or software not authorized in Extreme Networks published documentation or when caused by customer's inability to use the products if the products are operating substantially in accordance with published specifications.

Service availability is subject to geographical limitations, as advised by Extreme Networks upon request. Extreme Networks will have no obligation to meet the response times outlined in the Appendix A if the customer's site is outside of the geographical zone of service availability. If the customer purchases this service for locations outside Extreme Networks advised geographical limitations,

Extreme Networks will be required only to use commercially reasonable efforts to provide services as soon as practical after receipt of a request from the customer.

Services such as upgrades to hardware are excluded from the scope of this SDD and should be ordered separately.

This service does not include support and maintenance of any third party software or hardware not provided by Extreme Networks.

This service offering and any subsequent service renewals are subject to the terms and conditions of Extreme Networks Product End of Life and Support Plan End of Life policy.

New releases and upgrades for Application Software, or software releases, updates or upgrades otherwise out-of- scope as defined herein.

Unless elsewhere agreed in writing between the customer and Extreme Networks in a separate contract, this service does not include root-cause analysis, the provision of fault reports or lead-time/performance metrics.

Remote change management requests from customer that are not part of any network service restoration activity are outside of the scope of the Extreme Networks Managed Services ResponsePLUS - AHR. These requests are a separately charged and scheduled activity available from Extreme Networks. (Reference: Extreme Networks Managed Service Block of Hours in the current price list)

## Appendix A

### Extreme Networks Managed Services ResponsePLUS - AHR

#### Deliverables

Extreme Networks will make commercially reasonable efforts, at its expense (excluding any and all duties, taxes or government imposed fees if applicable) to see that the replacement hardware FRU arrives at the customer's designated location within the specified time period based upon the system's AHR Response Service Level following completion of diagnostics and the assignment of an RMA Number. Extreme Networks will have no obligation to meet the response times outlined in the appropriate ExtremeWorks Service Description if the customer's site is outside the geographical zone of service availability. Extreme Networks is not responsible for any delays related to import/export or customs regulations or processes, or uncontrollable transportation issues including inability of the customer to allow the actual delivery of services. A current list of Extreme authorized servicing depots that correspond to the defined ExtremeWorks services offerings, including expected AHR response, defined herein is available at: <http://learn.extremenetworks.com/rs/extreme/images/Service-Availability-Matrix.xlsx>

All four (4) Hour Advanced Hardware Replacement service offerings require customer site location pre- approval from Extreme Networks before Extreme Networks will accept a purchase order for the applicable AHR support plan. Email: [4houravailability@extremenetworks.com](mailto:4houravailability@extremenetworks.com) for confirmation of service delivery availability.

#### Next Business Day Advanced Hardware Replacement Delivery

Where Next Business Day Advanced Hardware Replacement Services is available, Extreme Networks must process the RMA relating to the defective product per the Advanced Exchange RMA Times section of the Extreme Networks Service Availability Matrix, Monday through Friday, in order to deliver the

replacement product to your site, by the end of day of the Next Business Day. Otherwise Second Business Day delivery will be provided for RMA's approved after the time indicated.

Next Business Day delivery is generally available in these geographical locations: (note, please check the Extreme Networks Service Availability Matrix for locations that may be excluded)

- North America: United State and Canada
- EMEA: Most European Union Countries, Switzerland and South Africa
- LATAM: Argentina, Brazil, Columbia, Mexico
- APAC: Australia, China, India, Japan, Philippines

Where Next Business Day delivery of the part is not available, Advanced Hardware Replacement will ship on the same business day provided Extreme Networks processed the RMA relating to the defective product per the Advanced Exchange RMA Times section of the Extreme Networks Service Availability Matrix, Monday through Friday in order to ship the replacement product to your site, otherwise Next Business Day shipment will be provided for RMA's processed after the time indicated. Estimated delivery times to country are available via the Extreme Networks Service Availability Matrix: <http://www.extremenetworks.com/support/maintenance-services/>

#### 4 Hour Advanced Hardware Replacement Delivery

4 Hour AHR service is only available to you within one hundred (100) miles (160 kilometers) of an Extreme Networks service parts depot.

Extreme Networks provides parts at customer's designated location provided that Extreme Networks has validated a Hardware failure and a Return Material Authorization (RMA) number has been assigned. Four-Hour AHR response is available twenty-four (24) hours per day, seven (7) days per week, including Extreme Networks observed holidays.

Please work with your regional service sales manager to determine coverage.



## Appendix B

### Ticket Severity and Escalation Guidelines

Extreme Networks will measure and categorize the priority level of hardware/software incidents and problems reported by Networking Monitoring alarms or by the customer based on the

impact on the network and in accordance with the classification in the table below. If it is not clear which priority level applies, then the priority level assigned by the customer will initially be used. However, if an incident or problem clearly belongs in a given priority level as defined below, then that level will be used. Notwithstanding the foregoing, severity and level assignment will be determined in Extreme's sole discretion.

### Service Level Objectives - Matrix

TICKET TYPE	TICKET PRIORITY	NCC ACKNOWLEDGE TIME *	RESTORE TIME FOR SOFTWARE FIX OR WORKAROUND	UPDATE FREQUENCY
Incident	C1: Customer's network segment is down or experiencing a consistent, measurable performance impact with no immediate resolution available	15 Minutes	4 Hours	Up to 4 Hours
Incident	C2: Customer's network is experiencing intermittent failure or degradation of network with no immediate resolution available	1 Hour	1 Day	Daily
Incident	C3: Customer has issues with limited effect on normal network operation, single or very limited number of users are experiencing intermittent failure or degradation of network with no immediate resolution available	8 Hours	10 Days	5 Days
Problem	C3: Customer has issues that do not affect normal network operation or with workaround in place, Analysis and resolution of the underlying cause for incidents, resolution of problems resulting from incidents such as restoration from workarounds	8 Hours	NA	5 Days
Service Request	C4: Submission of a product enhancement/new feature request, Request for Information	Immediate Acknowledgment	NA	NA

\* In accordance with the notification process as defined in the Extreme Managed Service User Guide

If you do not believe that your support issue is being addressed to meet your business needs you may escalate your request by asking for the NOC manager on duty.

Additional information on NOC processes and procedures can be found in the Extreme Managed Service User Guide accessible at the MSG.

### Support Life Cycle Communication Matrix

ALARM NOTIFICATION LEVELS			
SYSTEM GENERATED ALARM (TO CUSTOMER)	C1 - CRITICAL (CRITICAL ALARM)	C2 - HIGH PRIORITY (MAJOR ALARM)	C3 - MEDIUM PRIORITY (MINOR ALARM)
Monitoring Alarms	Immediate <ul style="list-style-type: none"> <li>• MSG</li> <li>• Email</li> <li>• Phone Call</li> </ul>	Immediate <ul style="list-style-type: none"> <li>• MSG</li> <li>• Email</li> </ul>	Immediate <ul style="list-style-type: none"> <li>• MSG</li> </ul>
REPORTED CASE/TICKET (FROM CUSTOMER)	C1 - CRITICAL	C2 - HIGH PRIORITY	C3 - MEDIUM PRIORITY
Support Engineer	Immediate	Immediate	Immediate
NCC Manager	4 hours	48 hours	10 days
Director NCC Operations	24 hours	72 hours	20 days
Vice President, Global Technical Services	48 hours	NA	NA

## Appendix C

### Glossary of Terms

**AHR** - Advanced Hardware Replacement available in Next Business Day and Four Hour response time options per Appendix A.

**Event** - Systematic output of Networking Monitoring process that indicates that something significant has occurred within the managed environment such as when thresholds or conditions are exceeded that may cause interruption or quality of service. Events are not visible to the customer.

**Alarm** - An Alarm is a notification to the customer that indicates that a customer actionable, abnormal condition exists. The monitoring system generates an alarm based on an event in accordance to a catalog of reportable device specific conditions that exceed pre- defined thresholds or values.

**Incident** - A resolvable occurrence that disrupts standard network availability, performance or operation. Operation. An event which is not part of the standard operation of a service and which causes or may cause disruption to or a reduction in the quality of a service.

**Problem** - Underlying issue from an alarm or a series of incidents. The root cause of one or more existing or potential incidents. Problems may be identified because of single or multiple incidents or even well before any incidents occur.

**RMA** - Return Material Authorization

**Onboarding** - The prescribed process between Customer and Extreme Networks to enable a Managed Services offering.

**Ticket** - The database for recording and tracking service activities generated with the NCC.



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