

ExtremeWorks Remote Change Service

Service: ExtremeWorks Managed Service Remote Change Service

Version: 1.0

Date: December 2015

Availability: Global

Order Code: 96008, 96009

1.0 Service Overview

Extreme Networks Managed Services Remote Change Service provides remote network change actions specifically requested by the Customer that are outside the scope of any Extreme Networks MonitoringPLUS or ResponsePLUS service offering. The Customer identifies the needed action and submits a change request on the Managed Services Gateway (MSG).

All change requests are delivered remotely and are scheduled events in coordination with the Customer.

Customers purchase a number of remote change hours in pre-defined blocks, the quantity is determined by the Customer. All purchased remote change hours must be used within the associated Extreme Networks MonitoringPLUS or ResponsePLUS contract term. If a multiple year contract is purchased, then the support hours purchased must be used completely by the end of the contract.

The Customer must have a sufficient balance of remote change hours on account to cover their requested change.

2.0 Service Levels

Extreme Networks Managed Services Remote Change Service has the following Services Order Code:

SERVICE ORDER CODE	SERVICE LEVELS
96008	40 Hours Managed Service Remote Changes
96009	200 Hours Managed Service Remote Changes

3.0 Prerequisites

Customers must have a currently active Extreme Networks MonitoringPLUS or ResponsePLUS managed service agreement to be eligible to purchase an Extreme Networks Managed Services Remote Change Service.

4.0 Availability

Extreme Networks Managed Services Remote Change Service, contracted for a defined period, is available globally, subject to the conditions herein.

Delivery of Extreme Networks Managed Services Remote Change Service requests are performed during standard business hours (Monday thru Friday) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the covered products are located, excluding Extreme Networks observed holidays.

All Extreme Networks Managed Services Remote Change Service requests are delivered on an as-available basis. Extreme will use commercially reasonable efforts to deliver requests in a timely manner.

5.0 Deliverables

Extreme Networks Managed Services Remote Change Service offering includes the following:

- Remote change requests are based upon the details generated by the Customer. Each such remote change request will be reviewed to determine the actions and the level of effort required. Upon Customer agreement and authorization, actions will be scheduled. Upon each remote change request completion, the hours consumed will be decremented from the block of remote change hours purchased by the Customer.
- All deliverables provided by the Extreme Networks Managed Services Remote Change Service are executed remotely from the global Extreme Networks Network Operations Center (NOC).

6.0 Extreme Networks Responsibilities

Extreme Networks is responsible for:

- Extreme Networks will respond to all remote service change requests within 2 business days with documented detailed action plans, recommended schedule and number of hours required to complete each request.
- Providing details involved in deploying the remote change request into the Customers' network infrastructure. This includes establishing a detailed action timetable including securing a Customer change window if necessary, identifying and communicating to all stakeholders that need to be notified, and coordination with regard to Customer standard network change procedures.
- Maintaining the remaining balance of remote change hours available. Hours are deducted from the balance available to the Customer upon completion of each individual remote change request. Remaining balance of hours available are displayed on the customers' Managed Services Gateway.

7.0 Customer Responsibilities

The Customer is responsible for:

- Submitting a detailed review of each remote change request via the Managed Services Gateway.
- During the remote change process, the Customer is required to have authorized representative available. Extreme may require that a Customer change representative be available during the change planning process, and may require an onsite technician.
- Providing, at Customer's expense, reasonable access to the Product through the Internet or via modem to establish a data communication link between Customer and the Extreme Networks NOC and provide systems passwords so that remote changes can be actioned.
- Customer has overall responsibilities for the security of their network.

8.0 Assumptions

The following assumptions govern the delivery of Extreme Networks Managed Services Remote Change Service:

- All remote change requests must be submitted by the Customers' managed services single point of contact (SPOC) for each remote change request. Reference your MonitoringPLUS or ResponsePLUS service description for SPOC requirements.
- Extreme Networks does not represent or warrant that all remote change requests are capable of being actioned or delivered.

- 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.

9.0 Exclusions

The following are completely out of the scope of Extreme Networks Managed Services Remote Change Service:

ExtremeWorks Maintenance Services entitlements or Professional Services offerings are not provided under this service description and may be available separately for purchase.

Extreme reserves the right to charge for any costs incurred with performance of services affected by any of the following factors below.

- Extreme Networks is not required to provide any services for problems arising out of:
 - Company's failure to implement all Updates issued under the Services
 - Alterations of or additions to the Products performed by parties other than Extreme
 - 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)
 - Interconnection of the Products with other products not supplied by Extreme
 - 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 the 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.

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

The customer acknowledges that any hardware upgrades, improvements or changes required to perform a remote change request or to use an Extreme Networks Software product major release or update or any part thereof are charged separately from and are in addition to the charges of this service description.

This service does not include support and maintenance of any third party software or hardware not covered under an active Extreme Networks service agreement.

This service does not include the repair or replacement of defective hardware. If Extreme Networks determines that defective Extreme Networks hardware causes a reported problem, then Extreme Networks will advise customer thereof.

This service offering and any subsequent service renewal is subject to the terms and conditions of the applicable 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.



<http://www.extremenetworks.com/contact> / Phone +1-408-579-2800

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