

Brocade Partner FAQ

Welcome to Extreme Networks!

We are thrilled to have completed the acquisition of the Brocade Data Center business and we want to reassure you that we are making the integration as seamless as possible for our valued Brocade partners joining the Extreme Partner Network. Below you will find some key, quick facts on the acquisition followed by some Frequently Asked Questions that should provide you with helpful details, aiding you in the continuity of your business.

Ensuring business as usual for your company:

1. Deal Registration from today until further will remain the same for you. Register your opportunities at www.mybrocade.com.
2. Order fulfillment will remain business-as-usual through the Brocade supply chain.
3. Brocade Distributors are still valid and authorized to resell Brocade Data Center solutions.

In order to continue receiving the benefits of a channel partner program, we ask that you register to join the Extreme Partner Network!

1. Your current Brocade partner level entitlements will remain the same through December 31, 2017.
2. When you sign up into the Extreme Partner Program you will be assigned an equivalent partner level within the EPN Partner program.
3. Current Elite & Premier level partners will continue to receive the benefits of MDF.
4. Current Elite partners will receive communication in the week of November 6th on the November-through-December rebate program.

Below you will find additional details on the acquisition, what to expect moving forward, and how to get started with Extreme. You can also find more details on the Extreme landing page <http://www.extremenetworks.com/data-center-networking-partners-information/>.

If you have any questions at all related to Extreme and the acquisition of Brocade's Data Center business, please send an email to brocadeacquisitionhelp@extremenetworks.com.

General Overview and Partner Program Continuation

Q. What did Extreme Networks acquire?

- A. Data Center Hardware and Software; MLX, VDX, SLX, Work Flow Composer, CER, CES, Flow Optimizer

Q. Will the naming of Brocade's channel program and tools change after the proposed Broadcom and subsequent Extreme acquisition close?

- A. Yes, Extreme Networks will invite the Brocade partners to join the Extreme Partner Network (EPN) by signing Extreme T&Cs. We will provide appropriate links to the various tools as they are available.

Q. How do I register on EPN?

- A. Please register [here](#).

Step 1: Please check the box "I would like to register as a partner"

Step 2: Please check the box "My company is a new partner to Extreme and I would like to register my company for the Extreme Partner Program."

Step 3: Please fill out the company profile form and identify yourself as an existing Brocade Partner.

Q. Will my Brocade level and revenue be considered/help to determine my partner level with Extreme?

- A. You can participate in the Extreme Partner program at any time by signing the T&Cs. There is a fast track program in place that will correspond to your current Brocade level. You will be able to participate in Extreme Rebates and Promotions based on your level once you are signed up.

Q. I currently sell Brocade's SRA product line. Where should I go to purchase products after the acquiring companies have completed their transactions?

- A. As the acquisition closes, please use this [link](#) to learn how support and partner access will be impacted. In the interim you can also learn more on the Extreme Acquisition landing page [here](#)

Q. Where can I go for any questions at Extreme?

- A. Brocade Acquisition Help: brocadeacquisitionhelp@extremenetworks.com

Partner Programs Continuation as of November 1, 2017

Q. What partner program benefits will apply for me on SRA business once acquisition closes?

- A. Extreme Networks will be launching a unified partner program on January 1, 2018. In the interim, Extreme will continue similar benefits that the Brocade partner program (with slight modifications) provides for Brocade SRA partners. The program terms, policies and benefits, as well as how to access them will be found on the Extreme Portal.

Marketing Development Funds (MDF) – Eligible Partners will continue to have access to proposal based MDF through the Extreme Portal (targeted launch date November 1, 2017). Partners will follow a similar process to submit proposals and claim MDF. More details to follow.

VIR Program – Eligible partners will be able to participate in a rebate program for the gap period of November and December. Details of this program will be announced to the eligible Partners.

Rewards Program – The Brocade Rewards program will be replaced with a new Extreme rewards program. Partners will be enrolled in January 2018 with the start of the new Unified Partner Program.

Demo Equipment – Partners will be able to request demo discount for data center products after the acquisition through the Extreme Not for Resale tool on the Extreme Partner Portal.

Deal Registration – Deal Registrations associated to SFDC opportunities with a future close date will be brought into Extreme SFDC.

Quotes that have not expired will still be honored (“manually recreated in Extreme BMI”)

Brocade Product Collateral

Q. Will I still have access to SRA data sheets and other collateral after the close and where do I get these?

- A. All SRA data sheets and related documents will be rebranded and available on Day 1 on the Extreme Partner Portal.

Brocade Training Certifications

Q. Where can I find Extreme Networks Sales, Pre-Sales, and Post-Sales technical training classes?

- A. Sale and Pre-Sales training are provided for free on the Extreme Networks [Learning Portal](#). A sub-set of the Post-Sales Technical Training Certification eLearning courses as also available for a fee.

Note: You will need to create an Extreme Portal account to enroll, view transcripts and take exams.

Q. When will Brocade Training be available on the Extreme Networks Learning Portal?

- A. Once the Brocade deal has completed we will make every effort to have the Brocade Training and Certification Exams available on the Extreme Learning Portal.

Q. How can I pay for Post-Sales Instructor Led Training?

- A. eLearning training can be paid for by Extreme Networks training vouchers or Credit Card. In USCAN all Instructor Led training is also paid for Extreme Networks training vouchers or Credit Card, in all other regions payments are made directly to the Authorized Training Partner.

Q. Will my certification still be valid?

- A. Extreme will make every effort to assign active Brocade Networking certification to equivalent Extreme Certification after the closing.

Q. Do you expect any price and discount changes for the Brocade Courses in the near future?

- A. Yes, the prices of the exams and courses will be changed to the Extreme Network prices and discounts after the closing.

Service & Support

At Acquisition Date

Q. Will Extreme honor Brocade Support agreements?

A. Extreme will honor existing Brocade support agreements for the remaining contract term.

Q. How do we quote NEW Service business?

A. From November 1 through November 27, continue to use the current Brocade Service Ordering process. As of November 28, Partners selling NEW Service Business will use Extreme systems, the BMI quoting tool and price lists, which will have been updated to include existing Brocade Services SKUs, discounts and pricing..

Q. What about renewal of Support agreements?

A. Service renewals will be entered into Brocade systems, as usual, on behalf of Extreme using Brocade SKUs (same process as today).

Q. Will Extreme honor the Brocade warranties?

A. Existing Brocade warranties will be honored by Extreme. Post-close, Brocade's warranties will be mapped to Extreme's.

Q. Are there any other changes Partners should be aware of regarding Service and Support?

A. There are no Customer or Partner-facing Service delivery changes for Day 1. It's "Business as Usual" with the exception of the above Service quote and ordering processes.

Q. What will happen with Professional Services?

A. Brocade Professional Services already follows the same fundamental processes as Extreme Professional Services so there will be little change.

- Backlog of Professional Services work will be transferred to Extreme Professional Services and delivered.
- All open/active projects will be delivered as scheduled.

Q. How do Partners order Professional Services?

A. Any new estimates will be scoped using Extreme Service Units (ESUs). Partners will follow the Extreme Professional Services process which is as follows:

- For Pre-sales, email the PS alias PS@extremenetworks.com, with a Proposed BOM, network diagram and requested deliverables
- For Post-sales: email the PS alias, PS@extremenetworks.com, with the Purchased BOM, final deliverables list and Customer requested dates for scheduling.

Availability will be based on schedule. To schedule a resource, please contact PS@extremenetworks.com.



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

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