

ExtremeWorks[®] Secure Uplift Service

Service: Extreme Networks Secure Uplift Service

Version: 2

Date: January 2020

Availability: Global

Order Code: SECUPLIFT

1.0 Service Overview

Secure Uplift support from Extreme Networks, is an additive service option available for purchase for certain Extreme Networks customers who must adhere to mandated legal requirements on security and data protection policies related to the return of defective hardware units. Secure Uplift allows Extreme Networks customers with an active Extreme Networks hardware maintenance support plan to receive replacement products via the RMA process in accordance with their standard Extreme Networks service terms, without requiring the return of the defective product back to Extreme Networks. Secure Uplift customers may return defective hardware to Extreme Networks through the RMA process with certain components removed such as non-volatile memory parts. Customers responsible for destroying the existing defective hardware and documenting the proof of destruction. All Service deliverables related to technical support, software updates and/or software upgrade support, advanced parts replacement for Covered Products (as defined herein), or onsite service adhere to the specific terms of the Extreme Networks hardware maintenance support contract in place. Refer to the applicable Extreme Networks Service Definition document (SDD) for details.

2.0 Service Levels

Extreme Networks Secure Uplift Service is available globally: *

Service Order Code	Service Levels	FRU Response Time*
SECUPLIFT-XXXXXX	Extreme Networks Secure Uplift Replacement	Per Extreme Networks service coverage in place, refer to the applicable ExtremeWorks, ExtremeWorks Premier or PartnerWorks SDD

*Diagnosis and troubleshooting required to identify the faulty Field Replaceable Unit (FRU) to be replaced must be completed prior to requesting the replacement FRU per conditions of the ExtremeWorks standard contract in place. The response time interval starts after the GTAC validates the customer's request for a replacement FRU and assigns an RMA number.

3.0 Availability

Extreme Networks Secure Uplift Service, contracted for a defined period, is available globally from key business locations, subject to the conditions herein. Please refer to Appendix A for addition information on availability and restrictions by geography.

3.1 Prerequisites

All Extreme Networks must be placed under Extreme Networks hardware support coverage (ExtremeWorks, ExtremeWorks Premier or PartnerWorks) as a pre-requisite for obtaining the Secure Uplift service. Secure Uplift service is an additive service option available for purchase above standard Extreme Networks support.

4.0 Deliverables

Secure Uplift allows Extreme Networks customers to receive replacement products via the RMA process in accordance with their standard Extreme service terms, without requiring the return of the defective product back to Extreme Networks.

Secure Uplift Deliverable	Deliverable Description
Non return of defective hardware part	<ul style="list-style-type: none"> Allows an Extreme Networks customer to not return a defective hardware part due to security policies or return a defective unit via the Extreme Networks RMA process with certain components missing

- Customer RMA ticket identified under the Secure Uplift service
- Customer is not invoiced for the non-return of a defective hardware part for approved RMAs under their Extreme Networks service plan.

5.0 Extreme Networks Responsibilities

Under the Secure Uplift service, Extreme Networks is responsible for:

- Processing approved RMA ticket as Secure Uplift enabled
- Extreme Networks will not invoice the customer for non-returned defective hardware related to the RMA.

Refer to the applicable Extreme Networks Service Definition Document for standard Extreme Networks responsibility details.

6.0 Customer Responsibilities

The customer is responsible for:

- Destruction of defective hardware and providing Extreme Networks with a certificate of destruction related to the RMA event
- Refer to the applicable Extreme Networks Service Definition Document for standard Customer

responsibility details.

7.0 Assumptions

The following assumptions govern the delivery of Extreme Networks Secure Uplift Replacement service:

- All hardware is covered under a standard Extreme Networks support plan (ExtremeWorks, ExtremeWorks Premier or PartnerWorks), as a pre-requisite. RMA and technical support service response times are on the Extreme Networks service deliverables.
- Where available, Extreme Networks may provide a Letter of Volatility (LOV), Statement of Volatility (SOV), or equivalent details for covered product.
- Refer to the applicable Extreme Networks Service Definition Document for standard Assumption details.
- Extreme Networks Secure Uplift service is subject to Extreme Networks Product End of Life support policies.

8.0 Exclusions

The following are completely out of the scope of Extreme Networks Secure Uplift Replacement Service entitlement and are not included herein. Professional Services offerings may be available for purchase and Extreme reserves the right to charge for any costs incurred with performance of services affected by any of the following factors below.

- Secure Uplift service may not be available for all product from End of Sale (EOS) date plus 2 years, unless approved by Extreme Networks.

Refer to the applicable Extreme Networks standard Case Severity of Escalation guidelines

Secure Uplift service does not change Extreme Networks standard Case Severity or Escalation guidelines. Refer to the applicable Extreme Networks Service Definition Document for Extreme Networks' standard Case Severity and Escalation Guideline terms