

ExtremeWorks Onsite Advanced Hardware Replacement RMA Only Service

Service: ExtremeWorks Onsite Advanced Hardware Replacement RMA Only Service

Version: 1

Date: July 2025

Availability: Global

Order Codes: 97308 & 97311

1.0 Service Overview

Extreme Networks ExtremeWorks Onsite Advanced Hardware Replacement RMA Only Service offering provides advanced parts replacement with onsite labor for covered products (as defined herein), according to particular levels of purchase. Upon diagnosis of a reported failure, this service offering covers the replacement part and an onsite Field Technician arrival within the response time specified for the service level purchased, subject to the conditions defined herein.

These offers (97308, 97311) are intended to be utilized in conjunction with Platform ONE Subscriptions, which include TAC & OS support. These add-on maintenance services are specifically designed for products receiving TAC support through their subscriptions, ensuring comprehensive coverage and enhanced service continuity.

2.0 Pre-Requisites

The following are pre-requisites for purchasing this service:

- Exclusively for use on hardware with an active Platform ONE Subscription*

**97308 & 97311 services do not include a TAC & OS support entitlement. Hardware TAC & OS support entitlement is included with an activated Platform ONE subscription on the respective hardware.

3.0 Service Levels

ExtremeWorks Onsite Advanced Hardware Replacement RMA Only Service is available with the following response times depending upon the level of purchase:

Service Order Code	Service Levels	FRU Response Time**
97308	ExtremeWorks Onsite Advanced Hardware Replacement 4 Hr. RMA Only	24 X 7 – 4 Hour
97311	ExtremeWorks Onsite Advanced Hardware Replacement NBD RMA Only	Next Business Day

****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 GTAC validates the customer's request for a replacement FRU and assigns an RMA Number.**

4.0 Availability

ExtremeWorks Onsite Advanced Hardware Replacement RMA Only Service, contracted for a defined period, is available globally from key business locations, subject to the conditions herein.

Refer to Appendix A for additional information on availability and restrictions by geography.

5.0 Deliverables

The ExtremeWorks Onsite Advanced Hardware Replacement RMA Only Service includes the following:

- **Advanced Shipment** - Extreme Networks provides for the advanced shipment of FRUs to the Partner's end customer's contracted sites within the contract response time on Covered Products. A request for a replacement FRU is validated by GTAC 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 Partner's end 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.
- **Access to Extreme Networks' Customer Support Website** – which may include, but is not limited to:
 - Status Review of known hardware and software problems

- Access to technical documentation
- Ability to log a case
- Status view of outstanding RMAs

6.0 Extreme Networks Responsibilities

Extreme Networks Is responsible for:

- Assigning an RMA number to each FRU to be replaced and notifying the customer of the relevant RMA numbers.
- Dispatching a Field Technician and an equivalent FRU (feature, function and fit compatible) to arrive at the customer's site, subject to conditions outlined in Appendix A, following assignment of the RMA numbers.
- Coordinating the arrival of the Extreme Networks Field Technician and the FRU at the customer's site.
- Replacing the defective FRU with equivalent FRU.

7.0 Customer Responsibilities

The customer is responsible for:

- Advising Extreme Networks, in writing about any change of location for covered products to ensure proper dispatch and delivery.
- Ensuring that access (point of entry, security access) is arranged to both the site and equipment for receiving the replacement FRU and to enable the Field Technician to carry out the hardware replacement, and if necessary making personnel available to accompany the Field Technician on site (for locations requiring special access, such as government facilities or financial institutions, the customer needs to provide written documentation needed to obtain access). On completion of FRU replacement, the Field Technician will leave the site except as otherwise approved by Extreme

Networks.

- Ensure all covered products are installed below ten (10) feet in height. For covered products installed above four (4) feet, provide ladders that reach the height of the product.
- Ensuring that the covered 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 the customer fails to return the defective FRU within ten (10) business days of receiving the replacement FRU, Extreme Networks reserves the right to invoice 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.

8.0 Assumptions

The following assumptions govern the delivery of ExtremeWorks Onsite Advanced Hardware Replacement RMA Only Service:

- Both onsite Field Technician and FRU delivery are 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 the replacement product, including customs and duty fees. Please consult with Extreme Networks to learn whether your location is included.

- Extreme will use commercially reasonable efforts to dispatch a Field Technician to arrive at the customer's designated location to perform the onsite replacement.
- 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.
- Onsite replacement means the replacement of an identified Extreme Networks-supplied defective FRU by a Field Technician using a like-for-like equivalent FRU (feature, fit, and function compatible) at the designated end customer site within the response time set out in Appendix A. The failed FRU becomes the property of Extreme Networks on an exchange basis.
- The terms and conditions of Extreme's performance of support and services are posted on [Extreme Networks website](#). 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.

- When the hardware or software is part of the same system, it must carry consistent service level coverage. This includes the chassis, modules, circuit packs, software and all other supportable components within the system configuration.

9.0 Exclusions

The following are completely out of the scope of ExtremeWorks Onsite Advanced Hardware Replacement RMA Only Service entitlements and are not included herein. Professional Service offers may be available for purchase and Extreme Networks reserves the right to charge for any costs incurred with performance of services affected by any of the following factors below.

- Extreme Networks shall not be obligated to provide support when doing so would violate applicable law, including, but not limited to, sanctions and export controls maintained by the United States or the European Union.
- Extreme Networks is not required to provide any services for problems arising out of
 - Customer's failure to implement all updates issued under the services
 - Alterations of, or additions to, the products performed by parties other than Extreme Networks
 - 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 Networks
 - 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.
- This service does not provide for any technical assistance, software updates and upgrades. Technical assistance, software updates and upgrades are provided through a valid Platform ONE subscription that has been activated on the specific hardware product.
- 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 Appendix A if the customer's site is outside of the geographical zone of service availability. If the customer purchased this service for locations outside Extreme Networks advised geographical limitations, Extreme Networks will be required only to use commercially reasonable efforts to replace FRUs as soon as practical after receipt of a request from the customer.
- Services such as updates 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 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.
- 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.

Appendix A - ExtremeWorks Onsite Advanced Hardware Replacement RMA Only Service 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 and Field Technician arrive at the customer's designated location within the specified time period based upon the system's 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 uncontrollable transportation issues including inability of the customer to allow the actual delivery.

Onsite Next Business Day

Where Onsite Advanced Hardware Replacement Next Business Day RMA Service 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 send a Field Technician and replacement product to the customer site, by the end of the day of the Next Business Day. Otherwise, Second Business Day delivery will be provided for RMA's approved after the time indicated.

Onsite Advanced Hardware Replacement Next Business Day delivery is generally available in these geographical locations (please check the [Extreme Networks Service Availability Matrix](#) for locations that may be excluded)

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

Where Onsite Advanced Hardware Replacement 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 Services Availability Matrix, Monday through Friday, in order to ship the replacement product to the customer's site and coordinate the onsite Field Technician, 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.

Onsite 4 Hour

Onsite Advanced Hardware Replacement 4 Hour RMA Only Service is only available within one hundred (100) miles (160 kilometers) of an Extreme Networks parts depot. All 4 Hour support contracts require customer site location preapproval from Extreme Networks before Extreme Networks will accept a purchase order for applicable 4 Hour support plan. Extreme Networks provides parts at customer's designated location provided that Extreme Networks has validated Hardware failure and a Return Material Authorization (RMA) number has been assigned. Onsite Advanced Hardware Replacement 4 Hour 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.

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 Appendix A if the end customer's site is outside of the geographical zone of service availability.

Appendix B - Case Severity and Escalation Guidelines

Extreme Networks will measure and categorize the case priority level of hardware/software problems reported 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 case priority level applies, then the case priority level assigned by the customer will initially be used. However, if a problem clearly belongs in a given case

priority level as defined below, then that level will be used. Notwithstanding the foregoing, case severity and level assignment will be determined in Extreme's sole discretion.

Service Level Objectives – Matrix

Service Order Code	Response Time	Restore Time	Update Frequency
C1: Customer's network segment or management application is down or experiencing a consistent, measurable performance impact with no immediate resolution available	15 Minutes	4 Hours	Up to 4 Hour
C2: Customer's network is experiencing intermittent failure or degradation of network or management application.	1 Hour	1 Day	Daily
C3: Customer has issues that do not affect normal network or management application operation and/or questions concerning product function or use.	8 Hours	10 Days	5 Days
C4: Submission of a product enhancement /new feature request	Immediate Acknowledgment	N/A	N/A

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 GTAC manager on duty.

Additional information on GTAC processes and procedures can be found on the Services tab from the Extreme Networks home page.

Support Lifecycle Communications Matrix

Notification Levels	C1 - Critical	C2 - High Priority	C3 - Medium Priority
Support Engineer	Immediate	Immediate	Immediate
GTAC Manager	Immediate	Immediate	10 Days
Director, Global Technical Services	Immediate	48 Hours	10 Days
Vice President, Global Technical Services	2 Hours	72 Hours	20 Days