

Extreme Networks' ExtremeCloud Customer Success Service

Service: ExtremeCloud Customer Success Service

Version: 1

Date: November 2022

Availability: EMEA and North America

1.0 Service Overview

The Extreme Networks' ExtremeCloud Customer Success Service ("Service") provides customers ("Customer") with a Customer Success Manager (CSM). The CSM develops a Customer Success Plan (CSP) and develops a journey that brings together technology experts, cloud-enabled insights and analytics, and guidance to ensure the best possible experience with the Customer's investment into ExtremeCloud applications.

2.0 Availability

ExtremeCloud Customer Success Service, a subscription service with a twelve (12) month renewable term, is available in EMEA and North America, subject to the conditions herein.

Prerequisites: Available for customers who have or will purchase Premier Services across their network and have a large portion of cloud-managed devices.

3.0 Deliverables

ExtremeCloud Customer Success Service offering includes the following:

- **Customer Success Plan (CSP)**
 - Prescriptive plan tailored to Customer's specific outcomes.
 - Tracking progress based on the KPIs that matter to Customer.
 - Adoption and usage monitoring.
 - Frequent review of CSP by the CSM to track progress.
- **Ask the Expert Sessions**
 - Twelve (12) hours of 1:1 (one-on-one) coaching sessions on ExtremeCloud applications use cases

- **Extreme Services Units (ESU) for professional service engagements**
 - Five (5) ESU's are available per year that can be used for implementation or consulting engagements from an Extreme professional services team member.
- **Technical audit guides**
 - Periodic review of ExtremeCloud applications to ensure they are performing as intended.
- **Knowledge and learning plans**
 - Guidance of specific content and training to help Customer configure and operate Extreme Network cloud capabilities.
- **Executive business review**
 - As part of the Quarterly Business Review (QBR) that is led by the Extreme Premier Delivery Manager (PDM), the CSM will provide quarterly progress towards key business objectives and Key Performance Indicators (KPIs).

4.0 Extreme Resources

Extreme will:

- Provide the Customer Success Manager (CSM).
- Develop the Customer Success Plan.
- Coordinate regular planning meetings with the Customer Network Administrator and complete necessary planning activities as per the Customer Success Plan.

5.0 Customer Resources

The Customer is responsible for:

- Provide a Network Administrator that will serve as Customer's primary contact for purposes of the Services.
- Grant Extreme access to its executives for quarterly readout and business review.
- Provide Extreme remote and onsite access, as necessary, to Customer facilities and systems and other information necessary for provision of the Services at agreed upon times.

6.0 Assumptions

The following assumptions govern the delivery of ExtremeCloud Customer Success Service:

- Use cases are added continuously and focused on ExtremeCloud applications (XIQ Pilot, Copilot) and subscriptions (SD-WAN). Customer will interact with the CSM to get an up-to-date list of what is available.
- Ask the Expert hours are tracked by the CSM.
- CSM coordinates the Ask the Expert Sessions and Extreme Service Units (ESUs) based on expert availability.
- Ask the Expert hours and Extreme Service Units (ESUs) are available for the year and not rolled over to subsequent years.
- Unless stated otherwise, this Service and its components are delivered remotely
- This Service may include advice and recommendations from Extreme Networks, but Customer agrees that all decisions in connection with the implementation of such advice and recommendations will be the sole responsibility of Customer. Customer expressly acknowledges and agrees that any advice or recommendations provided by ServiceNow does not constitute legal advice and is not a representation regarding compliance with any law or regulation.
- Extreme Networks will use commercially reasonable efforts to confirm the mobilization plan and composition of the full engagement team with Customer within 4 weeks from the date the parties mutually agreed to commence deployment of the Service.
- Unless otherwise specified by Extreme Networks, this Service and any resulting deliverables will be in English.
- Extreme Networks is not responsible for delays caused by Customer or any third party (excluding ServiceNow subcontractors).

- Customer is solely responsible for the performance of Customer's employees and agents, including any modification they make to the Service deliverables, and for the accuracy and completeness of all data, materials and information provided to Extreme Networks.
- With the exception of Customer Support (as applicable), the CSM will engage with Customer during a standard business day which is any eight (8) hour period between the hours of 8 a.m. and 6 p.m., Monday through Friday Local Time, excluding Extreme Networks or local public holidays.
- Activities not consumed within Customer's Subscription Term will not rollover to the subsequent annual term and will expire with no further credit or refund.
- Customer will receive communications from Extreme Networks via email or phone

7.0 Exclusions

The following are completely out of the scope of ExtremeCloud Customer Success Service entitlements and are not included herein.

- This Services is only available to customers who have Premier Services across their entire environment.
- Ask the Expert hours and Extreme Service Units are available for the year and not rolled over to subsequent years
- Service available to customers in EMEA and North America only.
- This Service does not include travel to the Customer site. Travel and related expenses are billed to the Customer if onsite travel required.
- Except as expressly described, the Customer Success Manager will not perform implementation, configuration, staff augmentation, or training.