

Support Policy for Used / Secondary Market Equipment

This document outlines Extreme Networks' policy regarding requests to place "Used" or "Secondary Market" Extreme Networks equipment under a support plan with Extreme Networks. Used or Secondary-market equipment is considered any hardware equipment purchased from a seller that is not an authorized Extreme Networks channel.

Policy:

- Original product warranties are not transferable.
- Extreme Networks will allow customers to purchase support for Used or Secondary Market hardware equipment after certain steps and conditions are met:
 - Customer confirms where they purchased the equipment from and provide all relevant serial numbers.
 - Extreme Networks Global Technical Assistance Center (GTAC) reviews to determine service-ability status of equipment.
 - Customer may be asked to provide a 'Show Diagnostics' and 'Show Tech' report from the device to Extreme Networks GTAC as part of the review process.
- If Extreme Networks GTAC confirms service quality of the Used / Secondary Market hardware.
 - Extreme will allow the purchase of an Extreme Networks support plan subject to standard terms and conditions. Contact Extreme Service Sales or your authorized Extreme Networks reseller.
 - Placing Used or Secondary Market hardware under a new Extreme Networks support plan will be subject to Extreme Networks' standard Back-Dating policy terms.
- If GTAC reviews and indicates that the Used or Secondary Market equipment is 'not of serviceable quality'
 - To proceed further, purchase of Extreme Networks Hardware Inspection service will be required.
 - Customer can report the fault and buy Per-Incident Support Services through GTAC. Once unit is repaired or replaced, customer may purchase an Extreme Networks support service.
- Software/Subscription Re-Licensing
 - Not applicable for base Operational Software (OS) that originally shipped factory loaded on Extreme Networks hardware.
 - Advanced Feature software licenses, application software feature licenses (or any software where Extreme Networks charges for access and are price list items) ARE NOT transferable. This software must be "re-licensed" through new purchases of software licenses by the new end customer.
 - Subscriptions ARE NOT transferable. Any subscriptions must be "re-licensed" through new purchases of subscriptions by the new end customer.