

ExtremeCloud SD-WAN Service Definition Document

Service Overview

The Extreme Networks' ExtremeCloud SD-WAN subscription included Extreme Networks Advanced Hardware Replacement (AHR) Service offering, which provides 7x24 technical support, software update and/or upgrade support, and Next Business Day (NBD) advanced parts replacement for Covered Products (as defined herein). Upon diagnosis of a reported failure, service offerings cover the replacement part arrival within the response time specified for the service level purchased, subject to the conditions defined herein and geographical location.

The ExtremeCloud SD-WAN subscription, further grants Customer's telephone and web access to Extreme Networks Global Technical Assistance Center (GTAC), 24 hours a day, 365 days a year (24x7) to report problems, ask product-related questions and receive assistance for Extreme Networks hardware and SD-WAN software.

Hardware Service Level

ExtremeWorks NBD AHR Service is included within the ExtremeCloud SD-WAN subscription for any hardware appliances deployed for the SD-WAN solution following response:

Service Entitlement Code	Service Levels	Service Levels
97004	ExtremeWorks NBD Advanced Hardware Replacement	Next Business Day

*Diagnosis and troubleshooting require you 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

Hardware Service Availability

ExtremeWorks NBD AHR Service, included within the ExtremeCloud SD-WAN subscription, is available globally from key business locations, subject to the conditions herein. Please refer to Appendix A for additional information on availability and restrictions by geography.

Support Deliverables

The ExtremeCloud SD-WAN subscription includes the following:

- **GTAC Technical Support** – 24x7 telephone support that provides technical assistance with diagnosis of defect or failures in the Extreme Networks SD-WAN hardware and operational software to conform to published documentation on Covered Products.
- **Escalation Management** – The GTAC is the escalation point for the customer for raising unsatisfactory conditions or immediate concerns associated with the service quality on Covered Products. Please see Appendix B for additional detail.
- **Advanced Shipment** – Extreme Networks provides the advanced shipment of FRUs to the 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 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.
- **Operational Software Updates and Upgrades** – Customer is entitled to receive any Operational Software or Operational Software upgrades that Extreme Networks may develop and generally release on Covered Products. Operational Software is defined as embedded software that is required to operate an Extreme Networks network device and is offered for sale as an inclusive component of such hardware network device product as described in Extreme Networks' published price list applicable to such hardware product (Covered Product). Operational Software updates and upgrades may be obtained through Extreme Networks' website after establishing a web account and are only available for Covered Product that is

registered and subject to Extreme's standard published product documentation and support/maintenance entitlements. Use of Operational Software updates and upgrades shall be subject to the ExtremeWorks Support Program Terms and Conditions, in addition to your applicable product license agreement and purchasing terms and conditions. Technical Support and access to Operational Software Updates and Upgrades are excluded for Extreme products under this SDD where access and right to use the Operational Software requires the purchase of a Term-Based Subscription. Technical Support and access to Operational Software updates and upgrades is provided through the support included in the Term-Based Subscription.

- 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.

Customer Success Services

The ExtremeCloud SD-WAN subscription also provides customers with access to included, digital Customer Success services which are summarized in the table below.

Included Customer Success Services	Deliverable Description
OnDemand Training	<ul style="list-style-type: none"> • Access to SD-WAN OnDemand Training content
Technical Audit	<ul style="list-style-type: none"> • Self-service technical health audit content for ExtremeCloud SD-WAN customers to perform their own audit assessments

Ask the technical expert	Self-serve access to ExtremeCloud SD-WAN Best Practice content on: <ul style="list-style-type: none"> • Configuration • Tuning / validation • Analyze trends
Customer Onboarding	<ul style="list-style-type: none"> • Self-serve driven via success play templates (series of tasks / actions that can be automatically triggered)
Customer Success Plan	<ul style="list-style-type: none"> • Access to generic, templated Success Plan material • Automated Success Plays
Engagement	Self-Serve and/or digital engagement
Business Reviews	Templated and automated

Customer Success Details

The ExtremeCloud SD-WAN subscription provides customers with digital access to self-serve Customer Success service content to help accelerate their journey towards achieving their desired business outcomes from their investment in Extreme Networks technology. The real value of our customers' Extreme Networks' investment unfolds over time in the improvements in business processes achieved, the innovations deployed, and the business outcomes our customers realize. The embedded Customer Success services provided within the ExtremeCloud SD-WAN subscription is designed to help our customers achieve that value sooner—and continue to build on those initial successes. Through access to pre-defined, automated content, such as Journey maps, Success Plays, OnDemand Training modules, and self-serve Health Check templates, ExtremeCloud SD-WAN subscription customers can begin their initial steps toward maximizing their Extreme Networks solution.

The ExtremeCloud SD-WAN subscription provides the following included Customer Success services:

- OnDemand Training
- Material and guidance to help you onboard quickly
- Self-serve Technical Audit/Health to help mitigate

- future issues
- Best practice tips to help you manage your ExtremeCloud SD-WAN solution
- A templated Success Plan to help you stay focused on your business outcomes
- Periodic reviews with a Customer Success Advocate to ensure you are on the right path to success

ExtremeCloud SD-WAN Orchestrator Production System Details

Maintenance

To follow DevOps lifecycle, Extreme Networks delivers a new version every 3 months. Some correctives patches can be delivered at maximum every month.

Versions and Correctives Patches release notes are available through the Extreme Networks' support web site. In case of emergency, a dedicated patch can be designed and deployed on an internal Pre-Production platform before it is deployed on the Production platform.

Scheduled Maintenance: (OS, hardware etc.): System and software maintenances are performed during a period announced in advance per email for 3 hours. For a Major Update, Customer is informed 3 weeks before.

Unscheduled Maintenance: Extreme Networks' ExtremeCloud SD-WAN solution patches deployments may be performed out of the working hours (linked to the datacenter geographical location)

Service Impact during Maintenance Windows

During a maintenance window, the following services are not available anymore:

- Domain configuration
- Reporting: According to the maintenance, report and/or data collection might be temporarily stopped
- Appliance supervision

Whatever the maintenance type, Appliances continue to work as defined and traffic is not impacted at all.

Upgrade

Extreme Networks' ExtremeCloud SD-WAN Cloud platforms will follow the same version lifecycle. Extreme Networks notifies administrators when software upgrades

are planned, including timing and content. For example, positive impacts on performance, security and reliability of the Extreme Networks' ExtremeCloud SD-WAN Cloud services.

When an upgrade is planned, the Extreme Networks' ExtremeCloud SD-WAN Cloud Service team will email you regarding the upgrade plan. Our Extreme Networks' Support Portal provides the list of all Version's release notes (past and current) along with a list of the additional functionalities and fixes they provide.

Service Level

The Extreme Networks' ExtremeCloud SD-WAN Cloud Service monitoring system is based on Prometheus to continuously monitor the infrastructure and customer's platforms availability allowing notifications to be sent to the Extreme Networks' ExtremeCloud SD-WAN Cloud Service administrators in case of issues. It's also used to do a capacity planning of its platforms.

In addition to Prometheus, a dedicated functional scenario is executed every 10 minutes, it simulates a user behavior/actions on the web interface. It allows Extreme Networks' ExtremeCloud SD-WAN Cloud Service to ensure that any customer can use ExtremeCloud SD-WAN as usual. On top, specific alerts are monitored to detect any unusual software behavior.

The ExtremeCloud SD-WAN Cloud Service is up 99.5% of the time and the rest is used for maintenance tasks. Service availability is based on an SLA agreement.

This SLA excludes the weekly scheduled maintenance (2 hour per Sunday)

Service Availability	Objectives
Maximum unscheduled outage duration	3 Hours
Maximum monthly unscheduled outage	4 Hours
Maintenance	Scheduled maintenance (Major Update) :20 days Notice
	Unscheduled maintenance : 2 days notice
	-Immediate Customer notification in case of Security incidents

Backup	Daily	Weekly	Monthly
Backup Retention Period	7 Days	4 Weeks	6 Months

Weekly scheduled maintenance includes:

- Security patch deployment
- Database re indexation
- Process memory purge
- Hotfix deployment

During maintenance periods, the orchestrator interface may be unreachable. The SD-WAN Appliance interconnections and links services remain up, there is neither underlay nor overlay disruption. User traffic is not impacted.

Extreme Networks Responsibilities

Extreme Networks' ExtremeCloud SD-WAN Cloud team does not configure nor supervises the customer domains. The monitoring focuses on the availability of the platform and the availability of the service. All network connectivity questions between sites will either be managed by the customer directly or the partner.

The Extreme Networks' ExtremeCloud SD-WAN Cloud team performs the following actions:

- Deploying new platforms and extending existing platforms in the cloud
- Creating customer's virtual environment
- First registration of the appliances in the Extreme Networks' ExtremeCloud SD-WAN "Zero Touch Provisioning" process (note that this is only the first registration. The partner will, at some point, need to associate the appliances to the proper customer).

The authorized partner is managing the following actions:

- Appliance deployment and upgrade on the customer sites.
- Monitoring Connectivity between the sites and the internet
- Appliance configuration
 - o Networking configuration (IP, IPsec VPNs etc.)
 - o Applicative configuration (which Applications should the system control, compress? Which Network policy should be set to which Application or Group of Applications?)
- User Management

Extreme Networks is responsible for:

- Assisting with fault diagnosis required to identify the FRU to be replaced and to occur prior to assignment of the RMA number.
- Assigning an RMA number to each FRU to be replaced and notifying the customer of the relevant RMA numbers.
- Shipping a replacement FRU on an advance exchange basis to the customer's location per the applicable availability and restrictions in

Appendix A.

- Extreme Networks will measure and categorize the case priority level of software problems reported by the customer based on the impact on the network and in accordance with the classification definitions contained in Appendix B. If it is not clear which priority level applies, then the priority level assigned by the customer will be used. However, if a problem clearly belongs in a given priority level, then that level will be used. Case severity and level assignment will be determined in Extreme's sole discretion
- If Extreme Networks diagnoses that a reported problem is due to non-conformance to published specifications of a support Operational Software version, then Extreme Networks will provide any Operational Software fix for the reported non-conformance available at the time the problem is reported, provided that customer is running on a version of Operational Software that is currently supported, as identified in the Extreme Networks Product End of Life Policy.

Customer Responsibilities

Ensure the ExtremeCloud XIQ account is set-up

Ensure the creation of a Domain is completed

If requested, provide Extreme Networks with the following information as part of the Domain creation process:

- Target number of sites,
- Domain name,
- Email address and name for the admin of the domain.

The creation of the domain must be done before the delivery of the appliances.

Appliances Delivery (SD-WAN Appliance)

Appliances serial number must be associated to the customer within the Zero Touch Provisioning Portal. This operation is done by the reseller or Extreme Networks' supply organization during the delivery process to the partner/customer.

For virtual engine, customer must send the UUID

through a ticket raised to Extreme Networks support. To contact our GTAC (Global Technical Support Center), you can find your local support center contact numbers at <https://www.extremenetworks.com/support/contract/>

Additionally, you can sign-up/login to your support account here <http://extremeportal.force.com/ExtrSupportHome> to open a support request with Extreme Technical Support

Configuration & Optimization

After the appliances' deployment and domain creation, the partner configures the appliances to enable routing between them. Once the configuration is finished and according to customer needs, the partner configures the applications optimization and prioritization through the established network. At this step the customer can validate the solution.

The Customer is responsible for:

- Advising Extreme Networks, in writing, of any change of location for Covered Products to ensure proper dispatch and delivery.
- Ensuring that all covered hardware is operational and up to the currently support revision level before this service plan goes into effect. Failure to do so will exclude that hardware from coverage.
- Ensuring that the 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 you fail to return the defective FRU within ten business days of receipt of the replacement FRU, Extreme Networks reserves the right to invoice you 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.
- Providing, at the customer's expense, reasonable access to the Product through the Internet or via modem to establish a data communication link between Customer and the Extreme Networks GTAC engineer. In addition, customer must provide systems' passwords so that problems may be diagnosed and, where possible, corrected

remotely.

- Using all reasonable efforts to maintain software products major releases installed at sites at the most current release level.
- Using the versions of Operational Software currently supported by Extreme Networks. If the Operational Software is a version other than that which is currently supported, as identified in the Extreme Networks Product End of Life and Support Plan End of Life Policy, the customer is required to purchase the required versions of the product to obtain support. Support for Application Software must be purchased separately under Software Support as defined in Extreme's then-current price list, if available.

Assumptions

The following assumptions govern the support delivery within the ExtremeCloud SD-WAN subscription:

- Extreme Networks will make commercially reasonable efforts to ship, as 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 replacement product, including customs and duty fees. Please consult with Extreme Networks or your authorized Extreme Networks Services Partner to learn whether your location is included.
- 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.
- FRU delivery is subject to the hours of coverage and response times as identified in Appendix A.
- If the customer's Operational Software is a version that is not currently supported, and the non-conformance is corrected in a supported version, then the customer will be advised to upgrade to obtain assistance. Extreme Networks will not incorporate software fixes or corrections into versions of Operational Software other than those

currently supported in accordance with Extreme Networks; Product End of Life and Support Plan End of Life Policy. Extreme Networks does not represent or warrant that all non-conformance of the Operational Software can be corrected.

- Operational Software upgrades may be obtained through Extreme Networks' website after establishing a web account and are only available for the Covered Product that is registered. Use of Operational Software upgrades shall be subject to the terms and conditions of said software.
- Customer will maintain and backup all configuration data.
- The terms and conditions of Extreme's performance of support and services are as posted. 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.

Exclusions

The following are completely out of the scope of ExtremeWorks Advanced Hardware Replacement Service entitlements 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.

- Extreme Networks is not required to provide any services for problems arising out of
 - Company's failure to implement all updates issued under the services.
 - Alterations or additions to the products performed by parties other than Extreme
 - 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.
- 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.
- 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 the Appendix A, if the customer's site is outside of the geographical zone of service availability. If the customer purchases 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 upgrades to hardware are excluded from the scope of this Service Description Document and should be ordered separately.
- Labor changes for reinstalling the customer's system Operational Software (Operational or Application) or end-user configuration software, other than what is provided in the customer's backup copy, are not included within the scope of this service. This is a separately charged and

- scheduled activity.
- This service does not include support and maintenance of any third-party software or hardware not provided by Extreme Networks.
- This service does not include the assignment of an Extreme Networks Customer Success Manager (CSM).
- 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.
- New releases and upgrades for Application Software, or software releases, updates or upgrades otherwise out-of-scope as defined herein.
- Technical Support and access to Operational Software Updates and Upgrades are excluded for Extreme products under this SDD where access and right to use the Operational Software requires the purchase of a Term-Based Subscription. Technical Support and access to Operational Software updates and upgrades is provided through the support included in the Term-Based Subscription.
- 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 Advanced Hardware Replacement 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 arrives at the customer's designated location within the specified time 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 import/export or customs regulations or processes, or uncontrollable transportation issues including inability of the customer to allow the actual delivery. A current list of Extreme authorized servicing depots that correspond to the defined ExtremeWorks service offerings, including expected delivery response, defined herein is available at ExtremeNetworks.com

Next Business Day

Where Next Business Day Advanced Hardware Replacement 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 deliver the replacement product to your 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. Next Business Day delivery is generally available in those geographical locations (note, please check the Extreme Networks Service Availability Matrix for locations that may be excluded)

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

Where 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 Service Availability, Matrix, Monday

through Friday in order to ship the replacement product to your site, otherwise Next Business Day shipment will be provided for RMA's processed after the time indicated. Estimated deliver times to country are available via the Extreme Networks Service Availability Matrix.

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.

ExtremeCloud SD-WAN Platform Main Contacts

In order to contact Extreme Networks Global Technical Support, please login into the Technical Support Portal here: <https://extremeportal.force.com/ExtrSupportHome>. Please refer to the Global Technical Assistance Center (GTAC) User Guide posted at the bottom of the portal home page or at this direct link: GTAC User Guide. The Guide also contains details on Severity levels, case opening procedures and response time objectives.

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