

# ExtremeWorks<sup>®</sup> Premier Software Support Service

**Service:** ExtremeWorks Premier Software Support Service

**Version:** 2

**Date:** November 2019

**Availability:** Global

**Order Code:** 98003

## 1.0 Service Overview

Premier Support from Extreme Networks is a proactive, high touch, post-sale support service that assists customers in supporting their Extreme Networks products and network. All resources and deliverables are designed to manage your day-to-day technical needs, provide analysis and recommendations while building strong customer relationships, all focused on keeping your network performing at optimum levels.

Extreme Networks Premier Software Support Service offering provides technical support and update and/or upgrade support, for Covered Products (as defined herein).

Extreme Networks offerings further grant customers 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 Application Software.

## 2.0 Service Levels

ExtremeWorks Premier Software Support has the following Services Order Code:

Service Order Code	Service Levels
98003	Premier Software Support

## 3.0 Availability

ExtremeWorks Premier Software Support Service, contracted for a defined period, is available globally, subject to the conditions herein.

### 3.1 Prerequisites

All Extreme Networks equipment must be under a Premier support contract.

## 4.0 Deliverables

The deliverables provided by the Extreme Premier Support team are summarized in the table below.

Premier Support Deliverable	Deliverable Description
Premier Support	<ul style="list-style-type: none"> <li>Network Level Support for Extreme Networks products</li> <li>Named Premier Contact</li> <li>Service Relationship Management</li> <li>Project Oversight</li> <li>7 X 24 Access (Off hours coverage provided)</li> <li>Located in all required regional locations</li> <li>Priority Case Queuing</li> </ul>
Service Plan	<ul style="list-style-type: none"> <li>Documented service engagement process</li> <li>Contact methods</li> <li>Network diagrams</li> </ul>
Account Status Meeting	Two (2) Review Meetings per month
Premier On-Site Support	Available for discounted purchase to contracted Premier accounts only
Premier Resident Engineer	Available for purchase for such things as staff augmentation and day to day operational support activities
Root Cause Analysis Reports	Upon Request
Asset Survey	Annually
Business Reviews	Quarterly, In depth account review. Includes minimum one in person meeting per year
Network Change Validations	2 Per Year, Pre-implementation validation for major software upgrades
Customer Profiles and Asset Management	Ensure all products are covered under the correct entitlement. Account profiles set up for GTAC includes network information, contact lists, etc.

## Premier Delivery Manager

The Premier Delivery Manager is a designated support professional who works in partnership with customers and the Extreme Global Technical Assistance Center (GTAC) to deliver enhanced support. They maintain knowledge of case escalations as cases are assigned and routed through the product support teams. For critical situations (Incident Priorities C1 and C2), they will facilitate activities to achieve quicker resolutions, providing communication updates to all involved parties.

The Premier Delivery Manager will lead or participate in periodic review sessions, and on an exception/pre-arranged basis, customer visits and off-hours stand-by for special projects.

The Premier Delivery Manager is responsible for establishing a close working relationship with the customer's operational teams to gain an in-depth knowledge of the account's products and network that further enhances the Extreme customer partnership.

Premier Delivery Managers are responsible for:

- Customer advocacy across the support spectrum, including service requests, product needs, information requests, etc.
- Overseeing the customer support process
- Acts as a central point of coordination and facilitation for network technical issues.
- Proactive customer engagement for issue avoidance. For example: advising on any known product issues and release notes, pro-actively with the account, as applicable.
- Primary service relationship management for all service business related issues and is responsible for coordinating all Premier Support activities at the account.
- Reviewing any corrective action plans to drive closure on technical issues.
- Root Cause and Failure Analysis Reports.
- Schedules and conducts mutually agreed upon review sessions to discuss the account status, open issues, recommendations for new/additional services, and other activities as appropriate.
- Reviews account service trends and history as well as best practices, support technical reviews.
- Provides business and technical level prioritization and escalation.
- Coordinates cross functional support when required.
- Schedules annual asset survey.

## Service Plan

Your Premier Delivery Manager will develop and maintain a Service Plan that sets and defines the principles of service engagement between the parties. This is a living document to be used as a guideline by Extreme Networks and the customer on how to collectively conduct service business. All members of the extended support teams will have access to this plan.

Key Elements:

- Outline the service delivery processes within Extreme Networks Services and where appropriate, the Customer including points of contact, levels of technical support, terms of service delivery, and escalation paths.
- Identify contacts within Extreme Services, Sales and where appropriate, the customers service organizations responsible for service activities.
- Outline Premier Support recurring meeting content and key indicator metric reports.

## Review Meetings

Key members of the Premier Support team will meet with account representatives to discuss and review all aspects of the service partnership. The Extreme Premier Delivery Manager will coordinate the meetings.

These scheduled review meetings are designed to:

- Provide an analysis of your Extreme products environment and recommended improvements in alignment with customer needs.
- Case status review, report with all current cases and their status.
- Deliver field notifications.
- Highlight trends and observations.
- Review software release schedules, field notices, open service requests, and patch release status.
- Promote customer advocacy, strengthen relationships and open communications and provide for customer, feedback where required.

## Optional Days of On-Site Premier Support

Premier Support Accounts can purchase 3-day or 5-day on-site consulting with a Premier Support Engineer. These Extreme services are available for purchase at exclusive rates by customers with Premier Support contracts (Part # 90705 & 90706). Advanced notifications are required, and fees are inclusive of travel and lodging. Arrangements for this service will be coordinated through your named Premier Delivery Manager.

Professional Services offerings may be available for purchase for activities that are determined to be out of scope of Premier on-site support.

## Resident Engineer

If your organization must do more – with fewer resources – we can help by stationing an Extreme Networks engineer at your location to provide service and support for your Extreme Networks products, and solutions. They will work as part of your team, managing your infrastructure and performing many important day-to-day networking activities for your company. Our onsite engineering resources are backed by our Extreme Networks support team. Having a vendor engineer onsite can provide numerous benefits, such as quicker resolution to issues, knowledge transfer to IT teams, introduction to Extreme products and technologies, and a more personal relationship with Extreme Networks award winning support.

## Root Cause Analysis Report

Root Cause Analysis Reports are documented analysis of hardware or software failures on products. These are submitted to the Extreme Quality organization upon Customer request. Your Premier Delivery Manager coordinates with Extreme Quality engineers to determine what caused the incident to happen, identify potential trends and workarounds to find the best solutions to keep it from reoccurring.

Root Cause Analysis Reports are subject to Extreme Networks Lifecycle Policy.

## Asset Survey

Extreme will remotely perform an annual asset inventory of the Extreme hardware products installed in the Customer network. This will be delivered to the Customer as an inventory report and will contain detailed information about Extreme Network devices, including module level operational software release level information. Standard SNMP-based network discovery tools will be used to remotely generate the asset survey.

The collected inventory information will be shared with Extreme's Services Business Operations team to assist in gathering accurate installed base information for all Premier accounts. Arrangements for this service will be coordinated through your named Premier Delivery Manager.

## Business Review

This is a quarterly in-depth review of the business partnership between Extreme Networks and the Customer, planned and led by the Premier Delivery Manager.

## Network Change Validations

Network Change Validation (NCV) is an Extreme formal process available twice, annually for Premier customers to validate major software upgrades in a customer network. The key elements and value are:

- Utilizes a proven, closed-loop (plan-do-check) methodology to ensure that scheduled activities are successfully completed.
- Creating, testing and delivering MOPs for a specific activity.
- Reducing errors that would cause a failed activity.
- Eliminate rediscovery of known issues through proactive communication & ensure activities are done right the first time.
- Increases customer satisfaction by implementing validated activities resulting in lowered risk and reduced time.

## Customer Profiles and Asset Management

Extreme Networks will maintain the Customer profile to ensure that calls are routed efficiently through our support teams. The Asset Survey will ensure that entitlement database for the customer remains current.

The Premier Software Support Service offering includes the following:

- **GTAC Technical Support** – 24x7 telephone support that provides technical assistance with diagnosis of defect or failures in the Extreme Networks Application 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 A for additional detail.
- **Application Software Updates and Upgrades** – Customer is entitled to receive any Application Software or Application Software upgrades that Extreme Networks may develop and generally release on Covered Products. Application Software is defined as software that is not required to operate a network device, such as management software. It is not an enhancement to the Operational Software and may reside on another network device.  
Application Software updates and upgrades may be obtained through Extreme Networks' Website after establishing a web account and are only available for Covered Products that is registered and subject to Extreme's standard published product documentation and support/maintenance entitlements. Use of Application Software updates and upgrades shall be subject to the ExtremeWorks Premier Support Program Terms and Conditions, in addition to your applicable product license agreement and purchasing terms and conditions.

Note: Support for Operational Software products, including entitlement to major and minor releases of the Operational Software products. If available, are not included with the ExtremeWorks Software Support Services. Support for Operational Software must be ordered separately via ExtremeWorks Service offerings as further published for availability in accordance with Extreme Networks' then-current Price List. 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.

- **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.

## 5.0 Extreme Networks Responsibilities

Onboarding Process is a pre-scripted approach in which Extreme Networks works with the Customer to enable the Premier Support, including:

- Kickoff meeting to identify points of contact, establish communications, and identify key personnel.
- Coordinate and schedule all applicable Premier Service deliverables.

Extreme Networks will also:

- measure and categorize the case priority level of Application Software problems reported by the customer based on the impact on the network and in accordance with the classification definitions contained in Appendix A. If it is not clear which priority level applies, then the priority level assigned by the customer will be used. Case severity and level assignment will be determined in Extreme's sole discretion.
- provide any Application Software fix for the reported non-conformance available at the time the problem is reported. If the customer is running on a version of Application Software that is currently supported, as identified in the Extreme Networks Product End of Life and Support Plan End of Life Policy.

## 6.0 Customer Responsibilities

During the Onboarding Process the Premier Support Customer is expected to provide Extreme with the following information:

- Network topologies/diagrams.
- Briefing on Customer's network, with opportunity for questions and answers by the Extreme Premier Support Team.
- Provide a single point of contact (SPOC) as the primary technical liaison for the Extreme Networks Premier Support. The SPOC will be responsible for coordinating and directing the Customer's performance under this service. The SPOC needs to be technically competent to engage with Extreme Networks Premier support engineers. The SPOC should have the authority to resolve issues and to provide timely decisions and direction to Extreme Networks including:
  - Planning and scheduling service delivery.
  - Providing site and contact information, as requested.
  - Providing a technically knowledgeable representative during all service activities.
  - Work with Extreme to maintain up to date software levels on all Extreme products. Extreme recommends all products should be at the most current release level to ensure all hardware and software features are enabled to meet customer requirements and network availability.
- Ensuring that all covered Application Software is operational and up to the currently supported revision level before this service plan goes into effect. Failure to do so will exclude that software from coverage.
- Ensuring that the products are used and maintained in accordance with the applicable products documentation
- Providing, at the Customers 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 Application Software products major releases

- installed at sites at the most current release level.
- Using the versions of Application Software currently supported by Extreme Networks. If the Application 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.

## 7.0 Assumptions

The following assumptions govern the delivery of ExtremeWorks Premier Software Support:

- Acknowledging that the customer's right to use the Application Software releases is subject to the software licensing terms of the applicable purchasing/licensing agreement under which the customer purchased/licensed its products from Extreme Networks, and any associated terms and conditions contained therein.
- 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.
- If there is no available Application Software fix, Extreme Networks will use reasonable commercial efforts to remedy such non-conformance, which may include a work around or other temporary or permanent fix to the Application Software, provided that the reported problem can be verified and/or recreated by Extreme Networks on the then-current software version.
- If the customer's Application 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 Application 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 nonconformance of the Application Software can be corrected.
- Application Software products, major releases and upgrades are provided for distribution only to the customer for use on or with the Extreme Networks-supplied products on which they operate, in accordance with the Extreme Networks published specifications.
- Application Software upgrades may be obtained through Extreme Networks' website after establishing a web account and are only available for the Covered Products that are registered. Use of Application 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 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.
- 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.



## 8.0 Exclusions

The following are completely out of the scope of ExtremeWorks Premier Software Support Services entitlements and are not included herein. Professional Service offerings 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 is not required to provide any services for problems arising out of the following:
  - Company's failure to implement all updates issued under the services.
  - Alterations of 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 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.
- 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 customers' inability to use the products, if the products are operating substantially in accordance with published specifications.
- Labor changes for reinstalling the customer's system 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.
- New releases and upgrades for Operational Software or software releases, updates or upgrades otherwise out of scope as defined herein.
- Services such as upgrades to hardware are excluded from the scope of this service description document and should be ordered separately.
- The customer acknowledges that any hardware upgrades improvements or changes required to install or use an Application Software product major release or update, or any part thereof are charged separately from and are in addition to the charges of the current contract.
- This service does not include the repair or the replacement of defective hardware. If Extreme Networks determines that defective Extreme Networks hardware causes a reported problem, then Extreme Networks will advise customer thereof. If the customer desires to remedy such defect, Extreme Networks and the customer will agree upon service at the Extreme Networks then-published per-incident rates, and subsequently Extreme Networks will recommend an appropriate annual hardware contract to the customer of consideration.
- This service does not include support and maintenance of any third-party software or 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: 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

Case Priority	Response Time	Restore Time (Software Fix or Workaround)	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 hours
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 Support tab of the Extreme Networks home page.

### Support Life Cycle Communication 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
Executive Management (CTO/EVP Eng.)	4 hours	None	None