

Premier Resident Engineer Service Description

The two skus in reference to this document are PREM-RE-FED-FT and PREM-RE-FT. The dedicated on-site premier resident engineer will provide customer (“Customer”) with 40 hours per week of consulting and support for a minimum of one year (12 months). The weekly work schedule and allocated hours per day will be agreed upon between Customer and Extreme to deliver the most efficient and effective use of the engineer’s time based on project requirements and timing of deliverables.

Site Engineering Activities

The Extreme Networks on-site certified premier resident engineer assigned to Customer will function in the role of Senior Network Engineer for the Customer network infrastructure located in Customer’s location. The engineer will be trained on Extreme Networks hardware and software products, specifically focused on Extreme products. The engineer will work with Customer personnel to proactively maintain a stable network environment, to troubleshoot and resolve problems as they occur, and to provide basic hardware and software training to Customer network engineers.

Roles and Responsibilities

The role of the Extreme Networks Premier Resident Engineer are listed below:

- Implementation Services
 - Configuration and testing of Extreme Networks equipment based on Customer requirements
 - Perform research based on Customer network projects, concepts and visions
 - Perform proof of concept projects with Extreme Network equipment, to generate data for Customer
 - Analyze proof of concept project data with Customer, based on POC with Extreme Network equipment.
 - Act as Level 3 support team on Extreme Networks equipment only. The engineer will support Customer to provide solutions to Customer on any Extreme Networks networking issues
 - Work on any Extreme Networks based networking projects, as assigned
 - **Note: If 3rd party equipment is present and the Extreme resident engineer has the necessary skillset to support that equipment, the engineer may choose to assist with remediation. In the event the engineer does provide support on 3rd party equipment, that support is considered best effort. Extreme is not liable for any issues, outages or 3rd party support incurred as a result of the remediation effort.**

- Diagnostics and periodic system health checks on Extreme Networks hardware
- Will assist to address issues and escalations with Extreme Networks products, and act as a point of contact when the dedicated senior solutions engineer is unavailable.
- Coordination and implementation of revision levels and firmware upgrades as instructed by Customer staff and pertinent to the strategic direction of the network
- Participation in internal network planning and administration activities, to ensure cost-effective use of network equipment while following applicable industry standards.
- Participate in meetings where a network resource is needed to provide clarity and insight into how a new hardware implementation may affect the Customer production network.
- Regular documentation and tracking of problem resolution (via Customer ticketing system) and network improvements.
- Maintain equipment inventory and location by product type, serial number and firmware level, utilizing any designated hostnames given by Customer.



Support Services

A. Hardware Support Services.

- **Preventative Maintenance:** Extreme Networks will take such actions, which are necessary to ensure normal operation of equipment, including such measures as inspecting, testing, and adjusting the equipment.
- **Remedial Maintenance:** Extreme Networks will respond to notification from Customer the equipment has malfunctioned or is inoperative and will take such steps as necessary to correct the malfunction. These steps may include repair and/or recommendations that Customer replace components that are defective. The Extreme Networks Resident Engineer can also be available to assist with replacement.

B. On-Site Resident Engineer.*

- Located at Customer site located in <<customer site>>.
- 40 hours per week
- Travel limited to within the Customer district region and is included in the cost of the service. Travel outside of Customer region will be offered at an additional cost to Customer.

**Not applicable in all regions. Please contact your regional service sales representative for more information regarding working hours, schedules, travel, and local vacation days*

Critical Need/Use of Engineer

In the event a critical situation arises at a non- Customer site local to Customer, Extreme Networks may call away the certified on-site engineer so long as the certified on-site engineer is not needed at Customer. Any time lost off-site shall be re-allocated to Customer.

Schedule/Hours

The onsite resident engineer will adhere to Customer Normal schedule. The normal schedule is defined as Monday-Friday 8:00am to 5:00pm local time (40 hours per week) with a 60-minute lunch break each day. Standard employment laws apply. **Note: if an interim resource is provided by Extreme Networks, the hours will be adjusted on Monday and Friday to allow for travel to/from the customer site.**

In the event non-standard hour work is required, Customer shall work with the engineer to provide equal time- off hours, within a one (1) week period. Customer shall offer an equal number of normal hours to the engineer as non-working hours (time off). Non-standard hours are defined as: Monday through Friday, 5pm to 8am (local time), weekends and holidays. In the event overtime is necessary, the Extreme engineer will work with the Customer contact and their Extreme Networks manager to schedule overtime and time off hours, if requested by the engineer.

The following are additional comments regarding schedule and hours:

Sick Leave

The on-site engineer may take reasonable sick leave. In the event that an illness causes the on-site engineer to miss more than five (5) consecutive workdays, Extreme Networks will work with Customer staff to provide a substitute engineer. The temporary replacement will be scheduled based on the availability of a substitute resource and the current Premier Service schedule. If a temporary replacement is not provided/available, then the contract may be extended to the amount of time lost by the on-site engineer during their absence.

Vacation Leave

The on-site engineer may be allowed to take vacation time not to exceed two, one-week periods per six months. Customer has the option to request that the vacation be taken at a different time if the request will have significant impact on Customer operation.

Holidays

The on-site engineer will observe the following holidays based on Customer schedule. The holidays shall also include up to two (2) additional floating holidays: New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving (Black Friday), Christmas Eve, Christmas Day, and New Year's Eve. If Customer and the Extreme Networks Premier Services teams determine that an escalation or planned network outage needs to occur during an observed holiday, arrangements will be made (whenever possible), and the on-site engineer will be given an additional floating holiday to account for the missed holiday.

Additional Training Requirements

Should the Extreme Networks on-site resident engineer need additional training to meet the specific requirements of their role, to include continuing education, re-certifications and certifications of Extreme Networks products and services, Extreme Networks may provide a temporary replacement. The replacement will be of equivalent technical skill as the individual that he/she is replacing during the on-site engineer's absence at the request of Extreme Networks. If temporary replacement is not utilized, then the contract may be extended the amount of time lost by the on-site engineer attending the training.

Facilities

Customer will provide office support, office space and furniture, office supplies, and telephone services, as are reasonable in fulfilling the requirements of the contract.

Engagement Deliverables

The activities performed during this on-site engagement will be determined by direct interaction with the site contact. All tasks will be performed on a 'best effort' basis, and the deliverables will consist of on-site time worked, and the reports detailed below.

Additional assumptions

- The Extreme Networks engineer will adhere to all written Customer policies for dress code.
- Extreme Premier Services will work with Customer to provide a resource acceptable to both companies. Customer will have the ability to interview candidates prior to a resource going onsite.
- All regional-based Customer travel expenses are included within this service. Travel outside of the region is not included. **Note: If an interim resource is provided, travel costs for that resource are included.** Travel expenses include airfare, hotel accommodations, transportation and meals.
- Resident Engineer resources are based on availability. If a local resource is not available, Extreme will need to recruit and hire a suitable engineer. This process may take up to 90 business days from the issue of a purchase order (PO). During that time, Extreme may choose to provide an interim engineer to support the customer requirements. If an interim engineer is provided. Billing will commence on the first date that the interim resource is onsite.
- Any non-standard hours worked will require equal hours to be allocated as time off during normal working hours within the next business week. Non-standard hours will need to be discussed and agreed to prior to delivery. Any non-standard hours worked will result in time-off provided to the engineer within a week of the overtime.
- Extreme Networks will work with Customer to perform periodic performance evaluations. This quality assurance initiative will be implemented using the following processes:
 - The engineer will submit monthly status reports Customer on all activities previously identified for tracking.
 - The engineer will have regularly scheduled meetings with Customer contacts to ensure proper prioritization of scheduled activities.



- In the event an engineer is not performing to the standards and expectations of Customer, a meeting will be set between Customer and the Extreme Networks account team. Customer will provide a list of concerns, and an agreed timeline will be determined from the meeting to allow the engineer to resolve any issues. In the event the engineer cannot resolve the issues agreed upon by both Customer and Extreme Networks that engineer will be re-assigned to another role in Extreme Networks, and a suitable replacement will be provided. Customer understands that this replacement may come from a hiring process locally and may take up to 90 days to replace. During this time Extreme Networks will replace the engineer with available staff on hand, or in the event an engineer is not available that meets the Customer requirements, a credit will be provided towards the use of an Extreme Networks engineering resource in the future.
- Extreme reserves the right to remove any employees from the customer site if there are HR-related concerns reported by the employee. Extreme will work together with Customer to document any concerns and an agreed upon timeline to resolve any issues. If concerns are not addressed within the timeline, Extreme reserves the right to cancel the remainder of the contract.
- The Extreme resident engineer will not be responsible for configuration or support of 3rd party equipment.
 - **Note: If 3rd party equipment is present and the Extreme resident engineer has the necessary skillset to support that equipment, the engineer may choose to assist with remediation. In the event the engineer does provide support on 3rd party equipment, that support is considered best effort. Extreme is not liable for any issues, outages or 3rd party vendor support incurred as a result of the remediation effort.**
- Services requiring an additional deployment of an Extreme Resident Engineer will incur an additional charge and a new or amended PO will be required.