

[ExtremeWorks Support Programs Entitlement Matrix](#)
[PartnerWorks and PartnerWorks Plus Support Programs Entitlement Matrix](#)

ExtremeWorks Support Programs Entitlement Matrix						
	Technical Assistance Center (TAC)	eSupport (software updates)	AHR	Return and Replace	Availability	Description
ExtremeWorks Software and TAC	24x7x365	24x7x365	N/A	N/A	Worldwide	Extreme Networks will provide 24x7x365 access to TAC and software support. No hardware entitlement is included with this service level.
ExtremeWorks Extended Warranty	24x7x365	24x7x365	No	10 business day return & replace	Worldwide	Extreme Networks will provide parts only of like or equivalent model 10 business days after receipt of the defective unit
ExtremeWorks 48hr AHR	24x7x365	24x7x365	2 business days		Worldwide	Extreme Networks will provide parts only of like or equivalent model with a two business day delivery
ExtremeWorks NBD AHR	24x7x365	24x7x365	Next business day		Worldwide	Extreme Networks will provide parts only of like or equivalent model for next business day delivery (M-F 8 to 5) providing the call is received prior to 2p.m. regional TAC time.
ExtremeWorks NBD Onsite	24x7x365	24x7x365	Next business day		Worldwide*	Extreme Networks will provide parts of like or equivalent model plus an engineer on the next business day (M-F 8 to 5) providing the call is received prior to 2p.m. regional TAC time.
ExtremeWorks 4hr AHR	24x7x365	24x7x365	4 hours		Worldwide*	Extreme Networks will provide parts only of like or equivalent model within 4 hours (on a 24x7x365 basis) from the time that Extreme Networks diagnoses a hardware failure.
ExtremeWorks 4hr Onsite	24x7x365	24x7x365	4 hours		Worldwide*	Extreme Networks will provide parts of like or equivalent model plus an engineer within 4 hours (on a 24x7x365 basis) from the time that Extreme Networks diagnoses a hardware failure.
ExtremeWorks Software Subscription	24x7x365	N/A	N/A		Worldwide	Extreme Networks will provide 24x7x365 access to TAC and software support. Customer is entitled to software updates for Infrastructure and Services Management (ISM) software.
For any non-standard service pricing (NSP) requests including discount authority, please contact your regional Service Sales Manager or servicesales@extremenetworks.com						
* Availability is subject to geographic location, customs, and transportation delays. Please work with your regional service sales manager to determine coverage.						

Entitlement Definitions:

TAC

Extreme Networks provides global coverage 24x7x365 with TAC offices in Santa Clara, Calif. U.S.A., Amsterdam, Holland and Tokyo, Japan. Extreme's multilingual TAC team provides personalized assistance via phone, web or email to quickly resolve any networking questions or issues. To ensure Extreme's perception of the problem is in-line with yours and to ensure that the problem resolution meets your expectations, the customer determines the priority of a reported problem.

eSupport

Extreme Networks leverages the power of the Internet to distribute and obtain information from customers as an integral part of our service solution. This allows us to keep customers informed on the latest updates and developments here at Extreme. The password-protected eSupport web site is a valuable resource that contains up-to-date information and technical documentation to enable you to quickly research issues and find answers to your questions, including the following:

- Knowledge Database
- Documentation
- Software Release Updates
- Case Logging and Status Updates
- Network Topology and Configurations Storage
- Return Merchandise Authorization (RMA) Requests and Status Updates
- Asset and Service Contract Review

Advanced Hardware Replacement (AHR)

AHR services provide parts only delivery to customers based on the level of service delivery they purchase. If a customer has an ExtremeWorks NBD AHR or NBD Onsite contract, and the call is received by 2p.m. regional TAC time, parts will be shipped for next day arrival.

Onsite Services

ExtremeWorks NBD or 4hr Onsite service provides the delivery of parts with an engineer 24 hours a day, 7 days a week, within 4 hours. The onsite program response time to customer is measured from the time Extreme Networks places the call to the service provider to the time the engineer and part arrive at the site. Onsite delivery is only available for situations where a hardware defect is attributable to the product failure, and a replacement part from Extreme Networks is required to solve the customer issue.

- Certain on-site services may not be available in some geographic regions outside the United States or may require a "phase-in" period before they can be made available to the customer.
- Four-Hour support is only available to customers within one-hundred (100) miles of an Extreme Networks Regional Service Center.
- All onsite support contracts require customer site location pre-approval from Extreme Networks before Extreme will accept a purchase order for the applicable support plan.

Return and Replace

Return and Replace provides customers the opportunity to return their defective gear to Extreme Networks, and then have Extreme Networks ship an equivalent-to-new unit back to the customer. Upon receipt to Extreme Networks, we will ship the equivalent-to-new unit back to the customer within 10 business days.

Software Subscription

Software updates are important to maintaining the ongoing productivity of your networking equipment. The ExtremeWorks Software Subscription service enables you to download software updates for infrastructure and services management applications (ISM), and contact the Extreme Networks TAC for questions on any of our networking software packages. This service is for ISM software only, and does not include ExtremeWare updates.

PartnerWorks and PartnerWorks Plus Support Programs Entitlement Matrix						
	Technical Assistance Center (TAC)	eSupport (software updates)	AHR	Return and Replace	Availability	Description
PartnerWorks / PartnerWorks Plus Software and TAC	24x7x365	24x7x365	N/A	N/A	Worldwide	Extreme Networks will provide 24x7x365 access to TAC and software support. No hardware entitlement is included with this service level.
PartnerWorks / PartnerWorks Plus Extended Warranty	24x7x365	24x7x365	No	10 business day return & replace	Worldwide	Extreme Networks will provide parts only of like or equivalent model 10 business days after receipt of the defective unit
PartnerWorks / PartnerWorks Plus 48hr AHR	24x7x365	24x7x365	2 business days		Worldwide	Extreme Networks will provide parts only of like or equivalent model with a two business day delivery
PartnerWorks / PartnerWorks Plus NBD AHR	24x7x365	24x7x365	Next business day		Worldwide	Extreme Networks will provide parts only of like or equivalent model for next business day delivery (M-F 8 to 5) providing the call is received prior to 2p.m. regional TAC time.
PartnerWorks NBD Onsite	24x7x365	24x7x365	Next business day		Worldwide*	Extreme Networks will provide parts of like or equivalent model plus an engineer on the next business day (M-F 8 to 5) providing the call is received prior to 2p.m. regional TAC time.
PartnerWorks / PartnerWorks Plus 4hr AHR	24x7x365	24x7x365	4 hours		Worldwide*	Extreme Networks will provide parts only of like or equivalent model within 4 hours (on a 24x7x365 basis) from the time that Extreme Networks diagnoses a hardware failure.
PartnerWorks 4hr Onsite	24x7x365	24x7x365	4 hours		Worldwide*	Extreme Networks will provide parts of like or equivalent model plus an engineer within 4 hours (on a 24x7x365 basis) from the time that Extreme Networks diagnoses a hardware failure.
For any non-standard service pricing (NSP) requests including discount authority, please contact your regional Service Sales Manager or servicesales@extremenetworks.com						
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Advanced Hardware Replacement (AHR)

AHR services provide parts only delivery to customers based on the level of service delivery they purchase. If a customer has an PartnerWorks or PartnerWorks Plus NBD AHR or NBD Onsite contract, and the call is received by 2p.m. regional TAC time, parts will be shipped for next day arrival.

Onsite Services

PartnerWorks or PartnerWorks Plus NBD or 4hr Onsite service provides the delivery of parts with an engineer 24 hours a day, 7 days a week, within 4 hours. The onsite program response time to customer is measured from the time Extreme Networks places the call to the service provider to the time the engineer and part arrive at the site. Onsite delivery is only available for situations where a hardware defect is attributable to the product failure, and a replacement part from Extreme Networks is required to solve the customer issue.

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