

## Westcon Support Services - Service Description

### Care Support – Ribbon Communications

#### General Description

A support service offering providing an equivalent level of support to the support programs commonly provided by Ribbon Communications (OEM). Westcon will provide Care Support for Ribbon Communications which comprises of an end-to-end support service consisting of Remote Technical Support levels 1 to 3. These levels of support are described in the table below:

#### Service Variants / SKUs

SKU	Material Description	SLT	Definition
WGGS-QUI-SRV-DC-PRM-[A/B]-E-Q	<p><b>WGGS:</b> Westcon Care Support</p> <p><b>QUI:</b> Sonus/Ribbon</p> <p><b>SRV:</b> Indicates a Service SKU</p> <p><b>DC:</b> Distributor Care</p> <p><b>PRM:</b> Premium Service</p> <p><b>A/B:</b></p> <p><b>A:</b> Small Scale Products (include but are not limited to Ribbon Communications SBC 1000, SBC 2000 and Tenor products)</p> <p><b>B:</b> Standard Products (include but are not limited to Ribbon Communications SBC 5x00 series, SBC 7x00 series)</p> <p><b>E:</b> Enterprise</p> <p><b>Q:</b> Internal standard parameter</p>	24x7	<p>365 days a year</p> <p>24 hours a day</p> <p>7 days a week</p> <p>Technical Support, Advance Hardware Replacement (Next Business Day Replacement FRU Hardware Shipment), Access to Software Updates &amp; Major Release Upgrade SW</p>
WGGS-QUI-SRV-DC-ENH-[A/B]-E-Q	<p><b>ENH:</b> Enhanced Service</p>	24x7	<p>365 days a year</p> <p>24 hours a day</p> <p>7 days a week</p> <p>Technical Support, 30-day Return Repair RMA, Access to Software Updates &amp; Major Release Upgrade SW</p>
WGGS-QUI-SRV-DC-SWO-[A/B]-E-Q	<p><b>SWO:</b> Software Product Only Service</p>	24x7	<p>365 days a year</p> <p>24 hours a day</p> <p>7 days a week</p> <p>Technical Support, Access to Software Updates &amp; Major Release Upgrade SW</p>
WGGS-QUI-SRV-DC-STD-[A/B]-E-Q	<p><b>STD:</b> Standard Service</p>	8x5	<p>8x5 Technical Support, 30-day Return/Repair RMA, Access to purchased Major Release Software Updates (not new Major Release Upgrade SW)</p>
WGGS-RBB-RC-DC-24x7-AHR/RFR/SWO-EM/EV	<p><b>DC:</b> Distributor Care</p> <p><b>24x7:</b> 24/7 Support</p> <p><b>AHR:</b> Advanced Hardware Replacement</p> <p><b>RFR:</b> Return for Repair</p> <p><b>SWO:</b> Software Download Only</p> <p><b>EM:</b> Edgemarc</p> <p><b>EV:</b> Edgeview</p>		<p>365 days a year</p> <p>24 hours a day</p> <p>7 days a week</p> <p>Technical Support, Advance Hardware Replacement (Next Business Day Replacement FRU Hardware Shipment), Access to Software Updates &amp; Major Release Upgrade SW</p>
WGGS-RBB-RC-DC-8x5-RFR/SWO-EM/EV	<p><b>DC:</b> Distributor Care</p> <p><b>8x5:</b> 8x5 Support</p> <p><b>RFR:</b> Return for Repair</p> <p><b>SWO:</b> Software Download Only</p> <p><b>EM:</b> Edgemarc</p> <p><b>EV:</b> Edgeview</p>		<p>8x5 Technical Support, 30-day Return/Repair RMA, Access to purchased Major Release Software Updates (not new Major Release Upgrade SW)</p>

#### Service Components

Service Component	Description	Deliverables
Remote Technical Support	Logging of Unlimited number of incidents via Web, Email and Phone	<p>Level 1</p> <ul style="list-style-type: none"> <li>Confirm the ticket request</li> <li>Collect relevant technical fault information</li> <li>Perform basic fault determination</li> <li>Rectify known issues with reference to standard materials or existing procedures</li> <li>Functional escalation to level 2 in the event that the fault cannot be resolved</li> </ul>
		<p>Level 2</p> <ul style="list-style-type: none"> <li>Technical assistance to resolve failed configurations or installations</li> <li>Troubleshooting assistance, fault isolation and diagnosis of software and hardware related issues</li> <li>If possible, fault replication in a support lab environment if required</li> </ul>

		<ul style="list-style-type: none"> <li>• Provide workaround solutions to reported faults when available</li> <li>• Functional escalation to level 3 in the event that hardware related faults are confirmed or fault cannot be resolved</li> </ul>
		<ul style="list-style-type: none"> <li>• Westcon liaises directly with the OEM to source appropriate technical support</li> <li>• OEM assists Westcon with troubleshooting the fault, providing software enhancements such as patches and hotfixes, resolving and generating workarounds and addressing software bugs</li> <li>• OEM provides Advance Hardware Replacement after hardware malfunction is determined and confirmed</li> <li>• Westcon facilitates all communication between the customer and the OEM</li> </ul>
<b>Software Support</b>		<ul style="list-style-type: none"> <li>• Covers support for software (licenses and subscriptions) on OEM appliances and for Software Only products</li> <li>• Assistance for implementation of Software Updates and upgrades is excluded</li> </ul>
<b>Software Releases</b>	Latest Hot Fix and Service Packs. Major Upgrades / Enhancements	<ul style="list-style-type: none"> <li>• Provides Partners access to download software Updates and entitled Major Release Upgrades to support their end customers</li> <li>• With purchase of 24x7 support level a Partner working with their End Customer may request, up to once per month, remote Ribbon software patch delivery and application for select Ribbon products</li> </ul>
<b>Advance Hardware Replacement</b>	Availability and Operation	<ul style="list-style-type: none"> <li>• Westcon liaises directly with the OEM to initiate the advance hardware replacement</li> <li>• OEM's Technical Assistance Center validates and confirms the hardware defect</li> <li>• OEM ships a new or like-new replacement after shipping details have been provided and request has been approved.</li> <li>• Requests approved by Ribbon before 2 PM on a business day at the geographical point of failure will be processed on the same business day. Requests approved after 5 PM will be processed on the next business day for next business day replacement shipment.</li> <li>• Customer to return defective part to Ribbon. Defective part must be received by Ribbon within thirty (30) calendar days from</li> <li>• Receipt of replacement at the customer or Ribbon reserves the right to charge non-return price for part.</li> <li>• Customer responsible for duties, taxes and fees, where applicable.</li> </ul>
<b>30 Day RMA Repair and Return</b>	Availability and Operation	<ul style="list-style-type: none"> <li>• 30-day Return and Repair service under the applicable maintenance service level.</li> <li>• Product shall only be returned to Ribbon once a valid RMA and reference number has been received from Ribbon level 3 through submission of an RMA request.</li> <li>• Once product is received at Ribbon, Ribbon will determine whether product is defective. Ribbon shall then attempt to repair the equipment if possible or at Ribbon discretion replace with a suitable equivalent (refurbished or new) product.</li> <li>• All products will be tested before being returned and will be warranted for any remainder of the original Warranty Period or maintenance as applicable or 30 days whatever is longer.</li> <li>• Part will be shipped by Ribbon within 30 calendar days of the defective part receipt date.</li> <li>• Returns must be shipped Freight on Board (FOB) to Ribbons' designated repair center and must reference the valid RMA number on the shipping label of the package.</li> <li>• RMAs for this service expire after 60 days if defective product has not been received by Ribbon.</li> </ul>

\* Service available 24x7x365 at locations confirmed by the OEM. SLA starts after the OEM has formally approved the replacement request.

\*\* Replacement is shipped the same day if formally approved by OEM before the cut-off time of Mon to Fri, 14:00 Local Depot Time. If approved before 17:00 Local Depot time, shipment goal is to ship by end of next business day.

### **Customer's Responsibilities**

- Engage into a continuous cooperation during the incident investigation, ensuring delivery of all requirements to Westcon including, but not limited to, tech-files and screenshots of error messages.
- Appoint a technically competent contact person with whom the Westcon engineer can discuss the relevant technical issues. Failing to do so may cause delays to the incident resolution.
- Respect the priority definitions hereby described.
- P1 and P2 incidents must be logged by telephone, or immediately followed up by telephone if logged through the Sigma portal or via email, to help ensure that the response time target can be met. All requests sent by email only, will initially be processed as P3.
- Store complete backup copies of the supported products.
- Erase any confidential data or programmes not provided by OEM with the hardware product and remove all features, parts, options, alterations, and attachments not provided by the OEM with the hardware product.
- Must arrange site access or remote access connectivity, whenever required.
- For hardware replacement deliveries, must have an authorised representative available to accept delivery of the replacement device
- Must return the failed device to OEM within 10 business days of receipt of the replacement device.
- Not create any Bypass situation as described below

As a Support Partner of Ribbon Communications, Westcon shall provide level 1 / level 2 support to all reported incidents.

Westcon will work as a liaison with Ribbon Communications for level 3 expertise as necessary, at Westcon sole discretion.

Under no circumstances should customers be allowed or instructed to engage Ribbon Communications directly. Any interactions between customers and Ribbon Communications, that have not been triggered by Westcon, is categorised as a bypass. By purchasing Westcon Support, our customers agree NOT to create bypass situations as described above.

### **Pricing Methodology**

Pricing will apply on a per device per contract duration basis.

### **Common Features / Definitions**

**Response Time:** First response in number of minutes, hours, or days between when a customer submits a support ticket and when a Westcon customer support representative provides an initial response, confirms the request and provides a ticket number.

**Supported Languages:** Level 1, 2 and 3 support is offered in English. Level 1 and 2 Support in a local language is provided on a commercially reasonable effort, depending on the availability of resources.

### **Priority Levels:**

Priorities will be defined based on the incident description provided to Westcon. Some key information considered during priority definition are: customer operational impact, urgency, financial impact, number of users affected, information on redundancy.

Below you find the description for each priority and the corresponding response and follow-up times.

Priority Level	Definition	Response Time*	Commitment	Target Follow-up times**
P1 Critical	An error that renders the product inoperative, causes the product to fail catastrophically or causes a major impact on customers' business operations; no workaround available	<1 Hour	Westcon and customer will commit full time resources during service hours to resolve the situation or obtain a workaround to reduce the priority of the error	Every 4 hours until resolved or a workaround is in place
P2 High	An error that substantially degrades the performance of the product or materially restricts customers' business operations; no workaround available	<2 Hours	Westcon and customer will commit full-time resources during normal business hours to resolve the situation or obtain a workaround to reduce the priority of the error If customer service hours includes out of business hours and if customer is willing to commit full-time resources outside of normal business hours, Westcon will progress the incident outside of normal business hours.	Every business day until resolved or a workaround is in place
P3 Normal	An error that partially degrades the performance of the product and has minimal impact on customers' business operations; workaround available	4 Hours	Westcon and customer will commit the necessary resources during normal business hours to restore service to satisfactory levels	Every 2 business days until resolved
P4 Low	Non-critical issue. Does not impact customers' business operations; feature, information, documentation, how-to and enhancement requests from the customer	8 Business Hours	Westcon and customer will provide resources during normal business hours to provide information assistance as requested	Once per business week until resolved

\* Refers to the time taken to acknowledge the request and convert it into a support incident.

\*\* Follow-up times may vary depending on the fault reported by the customer and also whenever involvement from the OEM is required. Upon escalation to level 3, customers shall accept that Westcon has no influence on the response times and cannot control the OEM. Westcon reserves the right to reassess the priority during an investigation - e.g. when a workaround is made available.

\*\*\* Where "service hours" is mentioned, please refer to the Service Level Target of your contract, i.e. 24x7, 8x5.

### **Escalation to management**

Should you ever feel unsatisfied with our response times or quality during a Service Request, we encourage our customers to request an escalation through the engineer who is working with you on your Service Request. The engineer will connect your service request to the ServiceDesk Manager. If Service Delivery Management (SDM) has

been purchased, the appropriate SDM will also be informed of the service request and take appropriate action. Westcon recommends that an escalation request is done by the web (SIGMA) within the Service Request that you want to escalate, followed by a call to the engineer in charge or the Service Delivery Manager. Whenever requesting an escalation, in addition to all available reference numbers (contract number, ticket number, serial number), please make sure to provide details on your concern.

**What to expect from an escalation?**

The Escalation Manager (as defined below) or Service Delivery Manager will take ownership of your reported situation and will perform the following tasks/activities:

- Review the Service Request(s) involved in the escalation with the Support Engineer(s) owning the involved Service Request(s).
- Develop an action plan with Support Engineers and Technical contacts on the Customer side. This may include actions for both Westcon and Customer.
- Contact the customer escalation requestor to review the proposed action plan and each party involvement and responsibilities.
- When required, the escalation will be raised inside Westcon Services organization, to the upper management levels.
- Once the escalation is resolved, feedback will be provided to the customer.

The Westcon internal escalation matrix is for Service Requests classified as Priority 1 or Priority 2

Engineer or Service Delivery Manager (if option purchased)	Initial point of contact for escalation
Service Desk team leader or Service Delivery Manager (if option purchased)	Escalation after 1 Business Hour
Support Service Manager or Service Delivery Manager (if option purchased)	Escalation after 2 Business Hours
Support Director	Escalation after 4 Business Hours
Director of Services Delivery EMEA	Escalation after 16 Business Hours

The Engineer, or the Service team leader, or the Service Manager acts as Escalation Manager until escalated to the next level

If a Service Delivery Manager is in place, the Service Delivery Manager acts as Escalation Manager during Business Hours (Monday to Friday 9:00 to 17:30 GMT or CET).

Outside of Business Hours, the Escalation Manager role reverts to the Engineer or the Service team leader role. Service Manager, Service Delivery Director and VP of Services Delivery EMEA are available during Business Hours only.

**Exclusions**

Please note that the Westcon Care Support described hereby is limited to break/fix issues. The following services are not included in the standard support service contract:

- Assistance with collecting logs/tech files, planning, design, deployments, migrations, backup and restore or rebuild of systems, training, optimisation or firmware updates.
- Assistance with queries on product licensing
- Warehousing logistics
- On-site engineer
- Support for the solution of malfunctions caused by improper handling and not following vendor guidelines and policies
- Support for the solution of malfunctions caused by external factors (e.g. lightning strikes or damage caused by force majeure)
- Support of components without a Westcon support contract
- Devices or software whose Last Date of Support is exceeded
- Standard/ normal/ emergency changes
- Any involvement by Westcon in any Warranty claims, claims for damages or other disputes between Customer and OEM
- Hardware replacement may not be possible within the SLT for products that are not at the location recorded
- For other versions of Supported Products than the versions that Westcon or OEM, at their sole discretion, consider to be supportable

**Legal terms and conditions**

This Service Description is subject to Westcon Group European Operations Ltd's standard terms and conditions located at <https://www.westconcomstor.com/global/en/legal/Legal/terms-and-conditions.html> "Terms and Conditions".

In the event of a conflict with this Service Description and the Terms and Conditions, this Service Description shall take precedence. Notwithstanding the foregoing, the Terms and Conditions do not apply where you have agreed to separate terms with us in which case those terms shall prevail to the extent that the terms herein are not otherwise covered and further provided that those terms have not expired or otherwise been terminated.