



Support Services Extended Support Agreement (SVC-1015)

Name

Contract Number:

PO Number:

Account:

Start Date:

Expiration Date:

Thank you for purchasing Spirent Communications' Extended Support. The specific hardware and software listed in Appendix A shall be entitled to the following support for the term of the agreement:

- **Repair or replacement**, customarily 7-20 business days at one of our repair facilities, for any hardware failures, once failure is confirmed by Customer Service (excludes shipping time). Spirent shall not be responsible for failures caused by neglect, accident, misuse, improper installation, improper repair, fire, flood, lightning, power surges, earthquake, or alteration. Hardware is to be returned to Spirent's factory referencing a return authorization number (RMA #), freight prepaid by the Customer. Spirent will ship repaired products to Customer, freight prepaid.
- **Telephone support** from technical support engineers during regular local business hours.
- **Escalation of service requests** by our technical support engineers.
- **Software and Firmware updates** for the software listed in Appendix A to ensure your system remains current with evolving industry standards (excludes discontinued and obsolete products).
- **Access to our software download center** on our exclusive online Customer Service Center at <http://support.spirentcom.com> to take advantage of Spirent's continual product improvements.
- **Email notification**
- **Access To Computer Based Training Materials** to help you get the most from using your Spirent products of major software releases so you can quickly take advantage of the software fixes and enhancements implemented in the release for increased productivity.
- **Access to latest product documentation** to help you effectively utilize your investment.

Note: Spirent is returning your copy of the service agreement in electronic format. We retain all original agreements in our corporate office. Upon request, Spirent will send an original copy of the agreement. Please be sure to designate a specific addressee in your request.

Contact our Customer Service team, or your local distributor, for any support related to this service agreement.

<p>Americas 27349 Agoura Road Calabasas CA, 91301 1-800-SPIRENT (1-800-774-7368) 1-818-676-2616 Support Hours: 8:30AM ET - 6:00PM PT Email: support@spirent.com</p>	<p>India Spirent Communications (India) Pvt. Ltd 9th Floor, Umiya Business Bay, Tower-1 Cessna Business Park, Kadubeesanahalli Marath halli – Sarjapur Outer Ring Road Bangalore - India 560 037 1 800 419 2111 Direct +91 80 67023400 Support Hours: 9:00AM - 6:00PM GMT + 5:30 Email: support@spirent.com</p>	<p>Europe - Middle East - Africa Spirent Communications Gaïa, 9 Parc Ariane, Boulevard des Chênes, 78280 Guyancourt, France +33 1 6137 2270 0800-111-4363 (UK only) Support Hours: 9:00AM - 6:00PM GMT +1 Email: support@spirent.com</p>	<p>Asia Pacific Room 1302,Shining Tower,No.35 Xueyuan Road,Haidian District Beijing,100191,China +400-810-9529 (Mainland) +86-400-810-9529 (Rest of APAC) Support Hours: 9:00AM - 6:00PM GMT +8 Email: support@spirent.com</p>
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Your serial number is required on all service requests. It is strongly recommended that all individuals associated with this service agreement go to our support website at <http://support.spirentcom.com> and obtain a Customer Service Center (CSC) user account. Further information on the terms and deliverables of this agreement can be found on the CSC website.

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* Response time is defined as the time when a customer has been informed or attempts have been made to inform the customer that the issue has a specific owner assigned to be responsible to drive the SR to resolution.

Additional terms of Extended Support are as follows:

1. The standard terms of Spirent's hardware and software warranty are applicable to this service agreement unless where specifically stated otherwise in this agreement.
 2. This agreement is non-transferable and services will only be provided to employees and/or agent of the account listed on this certificate.
 3. Software and firmware updates are restricted to only the ones listed in Appendix A and only for the chassis or modules in which it is licensed per our software license agreement.
 4. Spirent shall be under no obligation to release a specific version or any number of versions of the software covered under the Support Services Plans. Customer shall be under no obligation to utilize the newest version and may continue to utilize prior versions.
 5. In cases where Customer does not upgrade to the latest or prior release, Spirent will not recreate or consider any bug fixes optional features or enhancements.
 6. Applicable taxes or duties are not covered under this agreement and are the responsibility of the customer.
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Issue Severity	Description	Response Time
Critical	System is inoperable or not usable as a result of hardware or software malfunction. No known workaround available. Follow up communications are once per day until a resolution plan is established	8 Hours
Urgent	System is providing limited functionality. The software or product is malfunctioning and/or has restricted functionality. No known workaround is available. Follow up communications are a minimum once every two days until a resolution plan is established	12 Hours
Normal	System is providing all functionalities but consistently or randomly generates wrong results. Problem is being worked to resolution via the application or configuration details, or a workaround is available. Follow up communications are a minimum once every 3 business days until a resolution plan is established	16 Hours

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7. This agreement does not cover hardware products which have been designated as “obsolete” as defined by Spirent’s Advanced Lifecycle Management policy which can be found on Spirent’s website.

8. This agreement may be renewed prior to the expiration date of the current term.

9. Defective Products and Software under a service agreement shall be, at Spirent's discretion, repaired, replaced, or updated with current software based on the service agreement terms and conditions. Provided that: (a) Such hardware product is returned to Spirent after first obtaining a return authorization number and shipping instructions, freight prepaid, to Spirent's location in the United States;(b) Customer provides a written explanation of the Hardware defect or Software failure claimed by Customer; and (c)The claimed failure can be validated by Spirent and was not caused by neglect, accident, misuse, improper installation, improper repair, fire, flood, lightning, power surges, earthquake, or alteration.

Spirent reserves the right to deny service delivery, or charge Customer for repair at Spirent's then-current prevailing rates, should any of the above conditions caused the failure.

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Support Services Extended Support Agreement

Contract Number:

Appendix A

Products Covered under this Support Services Program

Part Number	Product Name	Chassis ID or S/N	Host ID
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