

## **DASAN DZS Solutions**

### **IMACS Warranty and Support Programs**

#### **DASAN Zhone Solutions (DZS) Warranty and Support**

DZS IMACS Warranty and Service and Support Programs are designed to provide a flexible range of enhanced services in conjunction with the delivery of DZS IMACS equipment.

#### **Standard Warranty**

DZS's Standard Warranty is provided automatically with the purchase of every new product at no additional charge for a period of one (1) year from the date of purchase.

#### **Service and Support Programs**

DZS Service Programs provide priority access to skilled hardware and software expertise to resolve customer issues. These Service Programs provide real-time access to DZS's Technical Support through electronic delivery systems or directly with a team of technical experts – a team with substantial experience in providing remote technical support for some of the industry's largest Access Networks. DZS will begin charging for telephone support beginning in January 2016. This charge will be a three hour minimum at the prevailing rate. DZS does not offer extended support contract on grey market equipment. If DZS determines that an item was purchased via the grey market, the support contract may be subject to immediate termination without refund.

#### **Priority/Service Definitions**

Technical Severity definitions follow GR-929:

- Network Down – system or service platform has a complete or partial failure resulting in a critical impact to end-user services.
- Major – system or service platform has a severe service interruption, loss of functionality, or maintenance visibility issue affecting normal use.
- Minor – minimal impact to system performance or functionality or customer requires information on the capabilities of the DZS product.

#### **Support Contract Considerations**

- DZS reserves the right to charge for services outside the scope of Technical Service Program
- IMACS serial numbers are required for equipment under contract.
- Software support is offered for the current and one-preceding release (7.x.x & 6.x.x).
- Hardware repair or replacement is provided on a like-for-like basis.
- DZS will make every reasonable effort to repair manufactured discontinued (MD) cards. MD cards will not be replaced if the card is not repairable.
- Repairs to equipment that is out of the original warranty period to be brought to original factory configuration only. No warranty bugs fixes and no re-engineering of out of warranty equipment.
- Equipment must be fully operational at the initiation of the support contract to qualify for a free repair.
- Limited support for out of production products. DZS may not be able to repair these cards.
- IMACS Interface card battery replacements are not included in the contract coverage.
- Customer shall be responsible for any requested premium transportation.
- Customer shall be responsible for charges to return defective products to DZS.
- For advance replacement service, Customer shall return the failed product to DZS within 30 days and shall assume risk of loss/damage during the shipment and shall pay all transportation charges.
- If the failed unit is not returned to DZS within 30 days, or if the failed unit has been subjected to misuse, abuse, or unusual hazard or disaster, customer shall purchase the replacement product at customers then current pricing.
- DSM II - HW only. No firmware support. No technical support.



Z H O N E



DASAN Zhone Solutions

## DASAN DZS Solutions IMACS Warranty and Support Programs

sdPROGRAM DESCRIPTION	STANDARD WARRANTY	BRONZE	SILVER	GOLD
<b>Telephone Assistance</b> 7x24 - For outage and "network down" Monday through Sunday 365 days per year	● (Limited) <sup>1</sup>	●	●	●
<b>Internet Technical Support Access</b> www.DZS.com/support Latest software and firmware updates Product release notes Documentation updates	● (Limited) <sup>1</sup>	●	●	●
<b>E-mail notification</b> Customer can sign up via DZS's web site to be automatically notified of major releases and related product bulletins	●	●	●	●
<b>Repair &amp; Return</b> DZS covers repair costs of products returned to factory. Replacement parts shipped within 15 business days from receipt of defective product.	● 1 year		●	
<b>Advanced Replacement</b> In the event of hardware failure, DZS will ship a replacement unit one business day after receipt of signed RMA form.	● First 30 days for DOA			●
<b>Support for Minor incidents</b> Support Window TAC Support Engineer Response Progress Update (as required) Resolution Target	5am x 4pm (Pacific) 1 Business day Best effort Next or future GA release	5am x 4pm (Pacific) 1 Business day 5 Business days Next or future GA release	5am x 4pm (Pacific) 1 Business day 3 Business days Next or future GA release	5am x 4pm (Pacific) 1 Business day 2 Business days Next or future GA release
<b>Support for Major Incidents</b> Support Window TAC Support Engineer Response Progress Update (as required) Resolution Target	5am x 4pm (Pacific) 24 hours Best effort Next or future maintenance release	5am x 4pm (Pacific) 12 hours 3 Business days Next maintenance release	5am x 4pm (Pacific) 8 hours 1 Business days Next maintenance release	7x24 4 hours 8 hours Next maintenance release or engineering build
<b>Support for Critical Incidents (Network Down)</b> Support Window TAC Support Engineer Response Progress Update (as required) Resolution Target	7x24 1 hour 12 hours Next or future maintenance release	7x24 1 hour 8 hours Next maintenance release	7x24 1 hour 4 hours Next maintenance release	7x24 1 hour 2 hours Next maintenance release or engineering build

1. After hours telephone assistance for Warranty customers is limited based on priority of tickets and availability of engineers.  
 2. Unrestricted firmware access is not available for Warranty customers.