

DASAN Zhone Warranty and Support Programs

DASAN Zhone Solutions (DZS) Warranty and Support

DZS Warranty and Service and Support Programs are designed to provide a flexible range of enhanced services in conjunction with the delivery of DZS 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. Warranty customers may choose to purchase additional support coverage through one of DZS's Service and Support Programs to upgrade their access to technical support and electronic assistance.

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 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.

Professional Services:

DZS Professional Services are available at an additional charge to provide services beyond those covered in the Technical Support programs.

Service includes:

- Training
- Network health check
- Installation services
- Installation/management of software upgrades

Preferred pricing is available for Service Program participants.

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. DZS will work around the clock (7x24) to resolve the problem.
- 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.

Technical Considerations

- DZS reserves the right to charge for services outside the scope of Technical Service Program, including third-party devices not provided by DZS.
- Software support is offered for the current and one-preceding SW stream only.
- Hardware repair or replacement is provided on a like-for-like basis.
- DZS will ship repaired/replacement products to a designated location at its expense.
- Customer shall be responsible for any requested premium transportation and customs/taxes/duties
- 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.
- All amounts are due within 30 days of invoice.

DASAN Zhone Warranty and Support Programs

PROGRAM DESCRIPTION	STANDARD WARRANTY	BRONZE	SILVER	PLUS UPGRADE ³	GOLD
Telephone Assistance 7x24 - For outage and "network down" Monday through Sunday 365 days per year	● (Limited) ¹	●	●		●
Internet Technical Support Access www.DZS.com/support Latest software and firmware updates Product release notes Documentation updates	● (Limited) ¹	●	●		●
E-mail notification Customer can sign up via DZS's web site to be automatically notified of major releases and related product bulletins	●	●	●		●
Repair & Return DZS covers repair costs of products returned to factory. Replacement parts shipped within 15 business days from receipt of defective product.	● 1 year		●		
Advanced Replacement 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				●
Support for Minor incidents 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	5am x 4pm (Pacific) 1 Business day 2 Business days Next or future GA release
Support for Major Incidents 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	7x24 4 hours 8 hours Next maintenance release or engineering build
Support for Critical Incidents (Network Down) 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 30 min 2 hours Next maintenance release or engineering build	7x24 30 min 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

3. The Plus Upgrade option allows Warranty, Bronze and Silver contracts to be upgraded to Gold level support SLA's