

SERVICE DESCRIPTION

SonusCareSM Maintenance Programs



SonusCare is a comprehensive portfolio of maintenance and support offerings for Sonus hardware and software products. The SonusCare Maintenance program offerings are as follows:

- Standard (9x5)
- Enhanced (24x7)
- Premium (24x7 + AHR)
- Software Product Only (24x7)

In consideration of the applicable maintenance fee, Sonus shall provide maintenance services in accordance with this service description.

Maintenance Features

SonusCare Offerings:	STANDARD*	ENHANCED	PREMIUM	SOFTWARE ONLY
Technical Support				
Provide access to the Sonus global TAC for break fix support on Products / Supported Software covered under the program. Generate workarounds to reported Software problems using reasonable commercial efforts. Sonus' support obligation shall cease on the oldest major release within twelve (12) months from the general availability of the current Major Release.				
Supported Software				
Current Major Release	✓			
Current Major Release and two Major Releases back		✓	✓	✓
Coverage				
9x5 GMT Business Hour Coverage via online Web Portal	✓			
24x7x365 via online Web Portal and telephony support		✓	✓	✓
Response Time Service Level Agreements (SLA) targets		✓	✓	✓
Software Support				
Provide Maintenance Releases for software fixes (patches) that have been approved for release to the following:				
The current software release **	✓			
The current major software release and all subsequent minor software releases		✓	✓	✓
Software Updates				
Make available for download supported software updates upon customer request.				
All Major release(s), minor release(s), and maintenance release(s)		✓	✓	✓

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SonusCare Offerings:	STANDARD*	ENHANCED	PREMIUM	SOFTWARE ONLY
Hardware Services				
Advanced Hardware Replacement (AHR) Services				
<p>Provide 24x7 Return Material Authorizations (RMAs) for advance replacement of defective FRUs. Ship all advance replacement FRUs to customer via express transportation using relevant SLA. Advance replacement requests received within the normal business hours of the geographical point of failure will be processed on the same business day. Requests made after normal business hours will be processed on the next business day.</p> <p>Advance replacements and defective products will be shipped using Sonus' preferred carrier, freight prepaid by Sonus, excluding import duties, taxes and fees, where applicable. Request for alternate carriers will be at customer's expense. For international shipments, compliance with export controls, customs processes and local transportation infrastructure may delay delivery. Product returns must be received by Sonus within thirty (30) business days from receipt of replacement or Sonus reserves the right to charge customer list price less any applicable discounts for the non-returned product.</p> <p>Advance Replacement(s) will be either new or equivalent to new at Sonus' discretion. Steps involved in requesting an RMA are defined in more details at: http://www.sonus.net/company/maintenance/rma-request</p>				
Next Business Day Shipment SLA			✓	
30 Day Repair and Return Services				
<p>The Sonus Return and Repair service shall be delivered under both the standard product Warranty and relevant Maintenance Programs. Product shall only be returned to Sonus once a valid Return Materials Authorization (RMA) and reference number has been received from the Sonus Customer Services organization. Once the Product is received from an End Customer or Partner under an RMA, Sonus will determine whether the Product is Defective. Sonus shall then attempt to repair the equipment if possible or at Sonus discretion replace with a suitable equivalent (refurbished or new) Product. If a suitable equivalent is provided then ownership of the original Product returned under such RMA shall transfer to Sonus. All Products will be tested before being returned and will be warranted for any remainder of the original Warranty Period or Maintenance Program, as applicable, or will be warranted for 90 days from shipment. In the event that the product is found to be modified, physically damaged, operated outside the documented environmental conditions or the subject of an unauthorized repair, Sonus reserves the right to seek reimbursement of all costs and expenses related to any inspection, testing and repair of such Product.</p> <p>The repair service will be completed and shipped within 30 calendar day of the defective part receipt date. Returns must be shipped FOB to Sonus' designated repair center; customer MUST reference the valid RMA number on the shipping label of the package. Customer must purchase replacement cost insurance for shipment of defective unit to Sonus' designated repair center. Customer is responsible for duties, taxes and fees, where applicable. RMAs for this service expire after 60 days if defective product has not been received.</p>				
	✓	✓		
Online Information				
Provide access to Sonus' knowledge center which provides technical and general information on solutions for Sonus Products as well as access to Sonus developed diagnostic tools.				
Portal Access	✓	✓	✓	✓

*Standard program allows customers to log tickets 24x7 but tickets are only worked during standard business hours. Only Major and Minor tickets can be opened under the Standard program, Critical level tickets are not applicable.

** If a Software Defect is identified to be fixed in a Maintenance Release within the first 90 days of the initial maintenance term, Sonus may correct it in the next planned Maintenance Release of the latest software version and provide that release to the customer. If a Software Defect is found after the initial 90 days have elapsed if the customer product is not on the latest associated release then customer will have to purchase the relevant software upgrade to that version to update customer availability to that Maintenance Release.

Program Responsibilities

Under this maintenance program Sonus provides either Level 3 only or Level 3 and Level 2 support depending on your partner status which is outlined within your Sonus Partner Assure Program Guide.

The activities and responsibilities of these levels are described below.

Level 3 Support

Level 3 support resources will be responsible for resolution of complex questions and problems requiring engineering analysis:

- Responsible for resolution of all technical escalations from Level 2.
- Will provide support to qualify shipment of hardware Advance Replacements for RMA cases.
- Will provide access for Level 2 technical resources to the Level 3 service ticket system.
- Will provide access to all software releases/patches as per the maintenance agreement.
- Will provide access to all Technical Tips (best practices), warnings, alerts and bulletins.
- Will be accessible 24x7x365 for escalations based on the severity of cases
- Will escalate into Sonus management, Sonus engineering (Level 4), and third party vendors as required.

Level 2 Support

Level 2 support resources will be responsible for resolution of questions and problems as follows:

- Responsible for responding and working on all problems logged by Level 1
- Accept and work until resolution is reached for all cases. Escalate to Level 3 if required for more complex problems or potential defects
- Opening and administering service tickets on Sonus' call logging and tracking system for escalations to Level 3
- Isolate and troubleshoot issues by analyzing logs and trace files.
- Resolve all issues caused by misconfiguration
- Collaborate with Level 3 engineer to assist with steps for replication of issues identified to be a software defect.
- Provide status updates and resolution details to customer via Level 2 call logging and tracking system
- Responsible for lab work including trouble recreation, solution testing as required

Level 1 Support

Maintenance services from Sonus do not include Level 1 Support. This Level 1 Support must be performed by the Customer, Select Partner, Authorized Partner or Select Distributor. Level 1 support resources will be responsible for the following activities:

- Performing operations such as basic system setup, license installation, configuration backup/restore and routine maintenance
- Responsible for all onsite activities
- Responsible for fault triage and isolation to Sonus Hardware and Software products
- Opening and administering service tickets on Level 2 call logging and tracking system. The following will be the minimal information needed to open a case:
 - Customer name and contact information
 - Product serial number
 - Software version
 - Problem severity and impact statement

- Symptoms and complete description of the problem. If there was any work performed on the network prior to the issue, please provide this information in detail.
- Providing configuration data and log files to Level 2 engineer if requested
- Responsible for the continued collaboration with Level 2 personnel once a ticket is logged
- If requested, implementing and gather network protocol traces and provide to Level 2 engineer
- Resolving known problems by researching existing solutions documented in Sonus technical support portal knowledge base
- Downloading and applying software updates or workarounds to the Sonus products
- Replacing defective FRU and administration of spare parts and RMA (Return Material Authorization) activities.

Service Terms

Category	Description
Business Hour Coverage	Tickets may be raised via Sonus online ticketing portal on a 24x7 basis, however they will only be actively worked during business hours (Monday to Friday 9am-5pm GMT). This level of service is deemed suitable for non-business critical applications such as lab support or where continuous support is not required.
Audit	Customer acknowledges that it is only entitled to receive service for the products for which it has paid the applicable service fee. Sonus reserves the right, upon reasonable advance notice, to perform an audit of Customer's products and records to validate such entitlement and to charge for support if Sonus determines that unauthorized support is being provided.
Cancellation	The maintenance service is non-cancellable and nonrefundable during the Service Term.
Coverage	For products sold under Traditional Products maintenance category, all Sonus provided Hardware and Software products (excluding spares) in Customer's network must be covered under the same SonusCare offering.
Maintenance Registration & Activation	Upon commencement of the maintenance period Sonus shall send a notification to customer with the following: <ol style="list-style-type: none"> 1. Service Description 2. Serial Number 3. Maintenance Start/End Date 4. User/Account Registration Process
Maintenance Renewal	90 days in advance of the expiry of the contracted maintenance period the customer will be sent an email notification indicating that they should take steps to renew the maintenance contract. If service renewal has not been processed within 45 days of this notification then a further notification will be sent indicating that renewal should be purchased immediately otherwise the products will no longer be maintained at the expiry of the remaining 45 days.
Products Relocation	Customer agrees to notify the Sonus TAC of product moves to a new location within thirty (30) days of the product relocation.
Product Decommissions	Products may not be decommissioned or canceled during the then current Service Term. Products may be decommissioned from the next annual Service Term with ninety (90) days prior written notice to the renewal Service Term start date.
Recertification	Products should to be maintained under maintenance service on a continuous basis. If maintenance service lapses on any product under a prior Service Term, the product must be recertified by Sonus as supportable and updated as may be required before that product may be placed under maintenance service. Recertification is subject to a fee which may vary by product. The applicable maintenance service fee during the lapse period of maintenance non-coverage of the product(s) shall also be charged as part of the recertification fee.
Request for On- Site Service	Customer may request on-site support as a separate billable service; travel and expenses are additional.
Return Material Authorization (RMA)	Customer must ensure they have a valid RMA reference for all services, RMA references will be provided by the Sonus TAC. Customer shall ensure that the product is returned in the supplied or proper packaging, if customer returns a damaged product that is not repairable, then Sonus reserves the right to charge customer list price less any applicable discounts.
Service Term	The service term is specified in the partner program guide.
Software Releases	Supported Versions - Sonus does not support networks with Sonus elements running various versions of software for releases prior to Release 9.1. Updates - Customer may be requested to install software updates such as maintenance releases if required to correct a reported software problem. Customer acknowledges that if customer elects not to install such software updates it may adversely affect service and product performance for which Sonus assumes no liability.

Category	Description	
System & Site Access	Customer shall allow reasonable remote system access to the Sonus products to enable Sonus to perform remote diagnosis and remedial actions as may be required. If required, End Customer/Partner shall allow reasonable site access to the products by Sonus authorized service representatives. Customer acknowledges that delays caused by inaccessibility to the products may result in service delays.	
SKUs	Standard: SonusCare Standard service corresponds to the following Sonus SKUs: <ul style="list-style-type: none"> ▪ SRV-MSTD-S-A ▪ SRV-MSTD-S ▪ SRV-MSTD-SM-A ▪ SRV-MSTD-SM ▪ SRV-MSTD-T ▪ SRV-MSTD-SP 	Enhanced: SonusCare Enhanced service corresponds to the following Sonus SKUs: <ul style="list-style-type: none"> ▪ SRV-MENH-S-A ▪ SRV-MENH-S ▪ SRV-MENH-SM-A ▪ SRV-MENH-SM ▪ SRV-MENH-T ▪ SRV-MENH-SP
	Premium: SonusCare Premium service corresponds to the following Sonus SKUs: <ul style="list-style-type: none"> ▪ SRV-MPRM-S-A ▪ SRV-MPRM-S ▪ SRV-MPRM-SM-A ▪ SRV-MPRM-SM ▪ SRV-MPRM-T ▪ SRV-MPRM-SP 	Software Only: SonusCare Software Only service corresponds to the following Sonus SKUs: <ul style="list-style-type: none"> ▪ SRV-MSWO-A ▪ SRV-MSWO ▪ SRV-MSWO-SP

Problem Classification

All service request problems reported to the Sonus Level 3 TAC will be assigned a Severity Classification. The severity level will be agreed upon between Level 2 and the Customer according to the table below:

Severity	Description
1	Critical – Customer is experiencing a network outage that prevents it's customers from accessing service and for which there is no workaround or recovery action possible.
2	Major – Customer is experiencing a problem that affects service but for which there is a work-around or recovery action. Business can continue although performance may be degraded.
3	Minor – Customer is experiencing problems and requires technical advice or a recommendation. Severity 3 problems have a reliable workaround and have, at most, a slight impact on the operational environment.

Case Logging

Opening and administering service tickets on Sonus case logging and tracking system. The following will be the minimal information needed to open a case:

- Customer name and contact information
- Product serial number
- Software version
- Problem severity and impact statement
- Symptoms and complete description of the problem. If there was any work performed on the network prior to the issue, please provide this information in detail.
- Cases must be logged online at <http://www.sonus.net/company/maintenance/log-trouble-tickets>
 - Pre-registration is required. Please use "New Users Registration" link

Case Escalation (from an End Customer)

As part of this program, Sonus does not provide Level 1 services. As a general rule, if Sonus receives a call directly from the End Customer, we will direct them to the entity that has purchased the maintenance program for the serial number in question. If the provider of the level 1 service cannot resolve the case, they should log a case on the Sonus Global Support Portal providing the information defined in the “Case Logging” section.

Maintenance Product Categories

Category	Product Types*
Standard Products	Product types in this category include Sonus SBC 5000 series (e.g. 5100/5110, 5200/5210), and Least Cost Routing (LCR).
Small Scale Products	Product types in this category include Sonus SBC 1000, SBC 2000 and Tenor products.
Traditional Products	Product types in this category include Sonus PSX, EMS, DSI, GSX9000, SBC9000, GSX4000, SGX4000, SGX2000, ASX, ADS, BRX products.
Software Products	Product types in this category include NetScore.

*New product types will be added to the relevant maintenance category as they are released.

Maintenance Service Exclusions

The SonusCare Maintenance program does not include the following:

•	Any furnishing of supplies, accessories or the replacement of expendable parts (e.g., cables, blower assemblies, power cords, and rack mounting kits).
•	Any electrical or site work external to the products.
•	Any customization of, or labor to install, software.
•	Any services for non-Sonus software installed on any Sonus products.
•	Any hardware product change, upgrade, or new hardware products required to run new or upgraded software.
•	Any reconfiguration of the products.
•	Any services required due to unauthorized attempts by other than Sonus accredited personnel to repair, maintain or modify the product.
•	Any services to resolve software or hardware problems resulting from third party products not provided by Sonus.
•	Any services which in Sonus' opinion are required due to external causes to the Sonus-maintained product including, but not limited to, product damage, destruction or loss due to force majeure events or due to the improper treatment or use of the products.
•	Any services for individual Hardware products that cannot be properly repaired in Sonus' opinion due to excessive wear or deterioration.
•	Any services for Gray Market Products.

Definitions

Term	Definition
9x5	9x5 support coverage is 9am to 5pm GMT Monday to Friday.
24x7	24X7 support coverage is 24 hours per day, 7 days per week, 365 days per year.
Advance Replacement	A FRU (Field Replaceable Unit) dispatched to the customer by Sonus to remediate a hardware problem in advance of customer returning to Sonus the replaced defective FRU.
Break Fix	The action to restore a system to a pre-fault condition. It is not designed to provide support for configuring new systems or new services. Design and configuration services can be purchased from Sonus as an additional Professional Service.
Continuous Effort	Sonus TAC maintenance activities continue until system restoration for Severity-1 critical trouble tickets.
Custom Software	Software which is modified, altered, or customized to meet customer requirements.
Customer	For purposes of this service description, customer means the entity that has purchased this program and holds the entitlement to the services defined within.
End Customer	A company that has the Sonus product deployed within its IT infrastructure and utilizes the product for its internal business use.
End of Product Sale	Refer to Sonus' published <i>Sonus End of Product Sale (EOPS) Policy</i> document on www.sonus.net
End of Support Life	
Enterprise	A company (other than a Service Provider) purchasing Sonus products and services to be used primarily for its internal business purposes.
Gray Market	Refers to customers purchasing hardware and software products from sources other than the manufacturer or the manufacturer's authorized agents.
Hardware	The computer equipment and related accessories and parts.
Lab	Non-production environment to reproduce problems and test Hardware, Software, and configurations.
Major Release	A platform release of software that provides additional software features and/or functions. Major releases are designated by Sonus as a change in the "x" digit(s) of the software version number [(x).x.x].
Minor Release	An incremental release of software that provides additional software features. Minor releases are designated by Sonus as a change in the "y" digit(s) of the software version number [x.(y).z].
Maintenance Release	An incremental release of Software that provides maintenance fixes, bug fixes and patches. Maintenance releases are designated by Sonus as a change in the "z" digit(s) in the software version number [x.y.(z)].
Release Naming Convention	For the purposes of software entitlement in the offered programs the typical release naming convention for Sonus releases is x.y.z where x = Major Release, y = Minor Release and z = Maintenance Release.
Service Provider	A telecommunication company or carrier purchasing Sonus products and services to be used primarily to provide voice, data, video and other communications products and services as part of its core business as determined by Sonus.
Software	The object code Instructions for a Software product.
Software Defect	A software defect is where the Software Product does not conform substantially to Sonus' published user documentation as of the date of Product shipment. Software Products provided by Sonus are not warranted to be error free.
Software Update	A Major Release, Minor Release, or Maintenance Release which Sonus makes available for supported software.

Term	Definition
Spare Parts	A field replaceable unit (FRU) held in waiting to swap with a production or Lab FRU that has failed.
Supported Software	Support for any release of software for the current major release and the preceding two major releases and all minor releases released subsequent thereto, provided however, Sonus' support obligation shall cease on the oldest major version within twelve (12) months from the general availability of the current major release.
TAC	Sonus Technical Assistance Center (TAC).

Ordering Information

For more information on Sonus Networks Products and Services or to order Maintenance Service, please contact any of our worldwide sales offices or visit the following Web site: <http://www.sonus.net/>.

Restrictions

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