

## DASAN Zhong 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, and it includes 90 days of Technical Support plus 1 year of Product Warranty from the date of purchase.

To ensure continuous access to DZS Technical Support, SW updates and online resources, with or without Extended HW Warranty and Advance Replacement services, customers may purchase a Bronze, Bronze Plus, Silver or Gold Warranty and Support program.

### Service and Support Programs

DZS Service Programs provide priority access to skilled hardware and software expertise to attempt to resolve reported customer issues. These Service Programs manage correction or elimination of defect, errors, bugs, or other failures of hardware and software not conforming to, or performing in accordance with, applicable specifications (Problems) until resolved or until DZS technical teams determine that a resolution cannot be made despite commercially reasonable efforts to do so as follows:

- 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 voice, video, and data networks.
- Rapid deployment of Technical Support to investigate and resolve or provide a viable work-around for Problems that are Critical (e.g. Network Down) or have a Major impact to service delivery by the Service Program purchaser
- Technical investigation and resolution or provision of a viable work-around for Problems that have a Minor impact to service delivery by the Service Program purchaser

### Professional Services:

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

- Training
- Network health check
- Installation services
- Remote technical support for:
  - Configuration, provisioning and operations
  - Installation/management of software upgrades

### Priority/Service Definitions

Technical Severity definitions follow GR-929 based on the service impact to the customers using the DZS equipment covered by the service contract:

- Critical – 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

### Technical Considerations

- Software support is offered for the current and one-preceding GA release only
- Hardware repair or replacement is provided on a like-for-like basis.
- Customer is responsible for shipping charges to return products to DZS for repair or replacement.
- DZS will ground/ocean ship the repaired/replacement products to a designated location at its expense
- Customer shall be responsible for any requested premium transportation and customs/taxes/duties
- 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 customer's current pricing.
- HW Repair Services may be available for products not covered by an extended warranty contract. All repair fees are due within 30 days of Invoice.
- DZS reserves the right to charge for services outside the scope of Technical Service Program, including third-party devices not provided by DZS



# Warranty and Support Programs

## Available Warranty & Support Programs

Program Description	Std Warranty	Bronze	Bronze Plus	Silver	Gold
<b>Telephone Support</b> RMA Requests for HW Repair SW Technical Support 7x24 - For Network Outages	● (90 Days) <sup>1</sup>	● (Limited*) <sup>1</sup>	●	●	●
<b>Internet Technical Support Access</b> www. dasanzhone.com/support Latest software updates Product release notes & Documentation updates	● (90 Days) <sup>2</sup>	●	●	●	●
<b>E-mail notification</b> Customer can be automatically notified of major releases and related product bulletins	●	●	●	●	●
<b>Hardware Repair &amp; Return</b> No Charge repair of products. Customer pays for inbound shipping, DZS pays for return shipping. 20 business day turn-around on repairs	● 1 year	--	--	●	--
<b>Advanced Hardware Replacement</b> In the event of hardware failure DZS will ship replacement unit 1 business day after receipt of signed RMA form	● 30 days	--	--	--	●
<b>Right to Use 3<sup>rd</sup> party ONTs</b> Annual renewal of RTU Licenses for Homologated 3rd party GPON ONTs. Bronze SLA for 3rd party ONT issues.	--	--	●	●	●
<b>Support for Critical Incidents</b> Support Window Avg time to fix via new SW Release	--	24x7 <sup>1</sup> Best effort	24x7 urgent patch or maintenance release	24x7 urgent patch or maintenance release	24x7 urgent patch or maintenance release
<b>Support for Major Incidents</b> Support Window Avg time to fix via new SW Release	--	8x5 <sup>1</sup> Best effort	8x5 next maintenance release	8x5 next maintenance release	8x5 next maintenance release
<b>Support for Minor incidents</b> Support Window Avg time to fix via new SW Release	--	8x5 <sup>1</sup> Best effort <sup>3</sup>	8x5 next planned release <sup>3</sup>	8x5 next planned release <sup>3</sup>	8x5 next planned release <sup>3</sup>

1. Telephone assistance for Warranty and Bronze customers is "best effort" based on priority of tickets and availability of engineers.
2. Unrestricted firmware access is not included with the Standard Warranty
3. DZS reserves the right not to implement SW fixes for minor issues.