



## Advance Replacement Plus

Advance Replacement Plus provides

- **7x24 Priority Access to Sycamore's Technical Assistance Center (TAC)**
- **Hardware Maintenance - Advance Exchange**
- **Software Maintenance**
- **Web-Based Services**

for Sycamore Network Access solutions.

Advance Replacement Plus is designed and recommended for customers who maintain a staff of trained networking personnel and require rapid access to hardware replacement components.

**With Advance Replacement Plus, Sycamore Networks is responsible for:**

### 7x24 Access to the Technical Assistance Center

- 7-day-a-week, 24-hour-a-day (7x24) unlimited, toll-free, global telephone support via the Technical Assistance Center (TAC) help desk facilities of Sycamore Networks. Customers may call the TAC toll-free number 877-LAMBDA1 or 877-526-2321 for technical support and problem diagnosis
- 7x24 priority routing of support calls to a Sycamore Networks Support Engineer within ten (10) minutes during normal business hours and within twenty-five (25) minutes outside normal business hours
- Sycamore Networks Normal Business Hours are 8:30 a.m. – 5:30 p.m. Eastern Time, Monday through Friday, excluding Sycamore Networks Holidays
- Access to the same engineer on open cases, if available
- Systematic, four-level escalation process for elevating network service problems to technical and management personnel

### Hardware Maintenance – Advance Exchange

- All eligible Advance Exchange Return Material Authorization (RMA) requests for replacement products received before 3:00 p.m. Eastern Time (Monday-Friday) will be shipped at Sycamore's expense the same day
- All eligible Return Material Authorization (RMA) requests made after 3:00 p.m. Eastern Time (Monday-Friday) will be shipped at Sycamore's expense the following business day

- The replacement of products is done at no cost to the Customer, provided the replacement is due to malfunction or normal usage of the product and not due to causes resulting from mishandling or abuse of the product. Otherwise, the product is provided at the then-current Sycamore list price, plus shipping and handling costs

### Software Maintenance

- Software Updates and Upgrades with each new release, including applicable documentation, are available electronically ([www.sycamorenet.com](http://www.sycamorenet.com)) or on physical media (e.g., CD) during the software maintenance period
- Software revision and enhancement release information is provided as it becomes available for general release, relating to code corrections, work-around procedures, and limitations of covered products
- No-charge software Upgrades are made available to customers running the current version of the operational software product or one version prior
- Support the then-current General Release of Software and the one (1) immediately preceding versions (e.g. if the current Release is 1.4, Supplier will support versions 1.3 as well as 1.4).
- Supplier may cease to provide Updates and Upgrades or otherwise maintain or service the prior version or Update or Upgrade twelve (12) month after any such release.

### Web-Based Services

- 7x24 access to Sycamore's problem reporting database for registered users to report and monitor problems, generate reports, and track bug fixes
- Online software updates, patches, and fixes that registered users can download from Sycamore Web-Based Technical Support Services

**With Advance Replacement Plus, customers are responsible for:**

- Possessing a valid Sycamore Networks Standard Support Service Agreement
- Providing a Customer ID when prompted by the online call director
- Providing the Sycamore Networks TAC engineer answering the call with a description of the problem, including all network activity at the time of the outage or disruption
- Supplying the Sycamore Networks TAC engineer assigned to an open case with accurate network documentation, including detailed network change history information
- Designating an on-site contact to work with a Sycamore Networks TAC engineer on open cases
- Ensuring that a customer representative is present if Sycamore Networks provides per incident on-site service
- Executing remote diagnostic routines at the direction of a Sycamore Networks TAC engineer
- Replacing field-replaceable hardware components under the direction of a remote Sycamore Networks TAC engineer
- Installing required Engineering Change Orders (ECO) for hardware replacements, add-ons, and upgrades
- Notifying the Sycamore Networks TAC of any implementations of network configuration changes
- Returning defective components (at customer expense) that were replaced via a one-for-one Advance Exchange Service of parts to Sycamore Networks within 10 business days after the reported hardware component failure, or be charged the full purchase price for the replacement component
- Obtaining a Sycamore RMA number and externally labeling the product packaging with the Sycamore Networks RMA number. Any materials returned to Sycamore without prior authorization and proper labeling will be exempt from the stated service description
- Ensuring that all Sycamore Networks products installed at the same site are covered under the same service program
- Maintaining products in good operating condition and at current revision levels
- Ensuring that products are not modified (unless authorized by Sycamore Networks)
- Providing Sycamore Networks with proof of purchase information for all operational software products, if required
- Maintaining the current version or one version back of the operational software product