

GLOBAL SUPPORT SERVICES (GSS) GUIDELINES



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Latest version of this document is available in the AviatCare section, "Aviat Resource Center" portal at: www.aviatcloud.com

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1. EXECUTIVE SUMMARY

This document describes the Aviat Networks warranties, services, policies, and processes. It is intended to provide general guidelines for engaging and if required expediting technical assistance, hardware repair/replacement support and facilitate the restoration of operations of a customer's network environment. If a conflict exists between the provisions of this document and those in any **AviatCare** Support Agreement or other contractual agreement entered with Aviat Networks, then the **AviatCare** Support Agreement or other contractual agreement shall prevail.

2. AVIAT NETWORKS WARRANTY POLICIES

Each piece of equipment, services and software purchased from Aviat Networks carries with it a commitment of excellence backed by Aviat Networks' industry-leading warranty policy. All Aviat Networks warranties apply to the Customer or Original Owner also referred to as the end user.

2.1. EQUIPMENT, SERVICES AND SOFTWARE WARRANTY COVERAGE MATRIX

EQUIPMENT/SERVICES/SOFTWARE	WARRANTY PERIOD
Aviat Networks Equipment Warranty (U.S.A, Canada, and the Caribbean)	24 months from shipment date, or 36 months from shipment date if the installation is performed by Aviat Networks
Aviat Networks Equipment Warranty (Rest of World)	15 months from shipment date, or 27 months from shipment date if the installation is performed by Aviat Networks
NEC Equipment Warranty (Global)	12 months from shipment date
Aviat Networks Wireless Access and LTE Equipment (Global)	12 months from shipment date
OEM (Non-Aviat Networks) Equipment	OEM warranty is a pass through from Aviat Networks from the shipment date
Aviat Networks firmware (other than radio operating software) (Global)	90 days from date of shipment of the firmware or related Equipment warranty period, whichever expires last
Aviat Networks Wireless Access and LTE firmware (other than operating software)	90 days from date of shipment of the firmware or related Equipment warranty period, whichever expires last
Radio Operating Software (firmware)	Same as associated Equipment warranty period
Aviat Networks Wireless Access and LTE Operating Software (firmware)	Same as associated Aviat Networks Wireless Access and LTE Equipment warranty period
Aviat Networks Element/Network Management Software (ProVision or ProVision+)	90 days from date of shipment of the NMS software
Aviat Networks Wireless Access Element/Network Management Software (Clearview)	90 days from date of shipment of the NMS software
Software Media	90 days from date of shipment of Software Media by Aviat Networks
Installation Services	12 months from the date of completion of the service
Path Engineering Services	12 months from date of completion of the service
Civil Works	12 months from the date of completion of the service
Repair Services (for Aviat Networks manufactured Equipment)	180 days from the return shipment date or the balance of the original Equipment warranty, whichever is longer.
Repair Services (for Aviat Networks Wireless Access and LTE Equipment)	90 days from the return shipment date or the balance of the original Equipment warranty, whichever is longer.

For detailed coverage of the warranty policy, please refer to Appendix A (Warranty Provisions).

2.2. END-OF-LIFE POLICY (EOL)

When demand for older Aviat Networks products decreases to a point where it becomes impractical to continue regular production, or when regulatory or technological changes affect a product that renders regular production unfeasible, Aviat Networks will reclassify that product from Active Production Status (product currently offered for sale) to Maintenance Only (MO) or Manufacture Discontinue (MD). Both MO and MD status fall under Aviat Networks' End-of-Life (EOL) product policy. MO or MD status is defined as:

- Repair and Return (R&R) service available dependent on component availability
- Limited Technical Support
- Limited Software Support
- Product/Spare production no longer available

Aviat Networks' standard policy is that for a period of **five (5) years** from the date of Aviat Networks' notice that the Equipment has been discontinued and subject to continued availability of components, hardware defect repair and replacement services will be available, including the repair and/or replacement of component parts. However, such services shall only be provided if Customer has extended and converted its standard warranty coverage to an AviatCare Extended Warranty or Extended Warranty Plus Support Program.

2.3. EXCEPTIONS

All OEM equipment that Aviat Networks resells (Non-Aviat Networks products sold under the name of the OEM) will carry the EOL policy of the OEM to the extent the manufacturer permits. Aviat Networks offers no further warranties and/or support after the EOL of such products.

3. AVIATCARE ONLINE WEB PORTAL

3.1. OVERVIEW

Aviat Networks Customers' have 24x7x365 access to the **AviatCare** Online Web Portal within AviatCloud (<https://www.aviatcloud.com>)

The AviatCare Online Web Portal can be used by Customers to get help on their Aviat Equipment as follows:

- Request Technical Support: Customers will be able to submit a Support Case request via the **AviatCare** Online Web Portal. The Support Case is then routed to a Technical Support Engineer (TSE) for troubleshooting. Cases are prioritized for customers who have the Express Support Pin, the rest of the cases are dealt with on a first-in-first-out basis for all cases submitted through the Online Web Portal.
- Request Replacement Hardware/RMA: Customer(s) can request RMA Number(s) prior to sending defective unit(s) to an Aviat Networks identified Service Repair Center.
- **Access the Knowledge Base and Self-Help "Troubleshooter"**: Registered user(s) that have equipment under warranty or a current support contract will have access to Product-related technical information, including but not limited to product specifications, support notes, system procedures and software specification notes. In the frequently asked questions (FAQ) section, Customer(s) will find answers to Aviat Networks products' most common technical issues and operational questions. This includes current and legacy products. If the tool cannot answer your question(s) or issue (s), please contact Aviat Networks' Technical Assistance Center (TAC).
- **Download the latest software updates**: Depending on the level of access requested/granted, registered user(s) will have access to Product-related software updates, tools.

The web address for the AviatCare Support site is: [HTTP://WWW.AVIATCLOUD.COM](http://www.aviatcloud.com)

Click on the 'AviatCare' option in the left menu bar

3.2. ACCESSING AVIATCARE ONLINE WEB PORTAL

To access the resources on the **AviatCare** Online Web Portal, Customers are required to register and select a password. Registration requires that Customers provide the following information:

- A valid email address with a domain name associated with the Customer company name
- A valid assigned Aviat Express Support PIN provided with an AviatCare Support Agreement.

Automatic Registration: If the email domain is already registered with Aviat and associated with an Aviat Express Support PIN, the user requesting the support account will have their account approved immediately.

Manual Registration: If it is the first time any user from the company is registering for an account, the process involves manual verification but will be processed within 48 hours. This is also applicable if automatic registration fails for any reason such as an invalid PIN.

Once registration is completed and access approved, instructions to log onto the site will be sent to the Customer's email address. Customers are encouraged to define and authorize specific users within their organizations who will be requesting support services to access the AviatCare Online Web portal.

3.3. AVIAT EXPRESS SUPPORT PIN NUMBERS

Aviat Express Support PIN numbers are issued to customers with warranty or support agreements and provide the fastest way to access TAC support or to register user accounts on the AviatCare online web portal.

If your company is entitled to an Express Support PIN number and you have not received it, please request it here:

[HTTP://WWW.AVIATNETWORKS.COM/SERVICES/CUSTOMER-SUPPORT/TECHNICAL-ASSISTANCE/PIN-REQUEST-FORM/](http://www.aviatnetworks.com/services/customer-support/technical-assistance/pin-request-form/)

3.4. CRITICAL AND HIGH PRIORITY SUPPORT CASES

Regarding Critical Support Cases and/or High Priority Support Cases, Customer(s) should contact the regional TAC to ensure a timely response to issues.

In an emergency, always call the Support Center directly. All other Support Cases—Major, Minor and Inquiry requests—may be submitted via the Portal and will be responded to in the timeframe outlined later in this document.

4. AVIAT NETWORKS TECHNICAL ASSISTANCE CENTERS

4.1. OVERVIEW

Aviat Networks has a Global Technical Assistance Center (TAC) as well as several regional TACs around the world. We provide highly skilled technical resources close to our customers to serve them better.

To ensure a consistent level of support and better leverage our global resources, the primary language spoken by our Technical Support Team is English. We also provide support in French and Spanish through our Regional TACs. By having resources in the region where issues arise, we can address language as well as regional requirements while also leveraging the knowledge base available in our centralized Support facility.

4.2. GENERAL TECHNICAL ASSISTANCE COMMITMENTS

It is important to understand what level of Technical Assistance Aviat Networks provides under the standard warranty and what is offered under an **AviatCare** Support Agreement. Our standard warranty provides telephone Technical Assistance from 9:00 a.m. to 5:00 p.m. local time with limited after-hours support for network emergencies (i.e., outages, severe network degradation). Warranty coverage includes support for any critical or major issue related to product defects/deficiencies only.

Aviat Networks understands that Customer(s) may require a higher level of service, and this is offered through the **AviatCare** offerings, which include several support services options— defined through custom tailored Service Level Agreements (SLAs). By purchasing one of these additional support options, a customer can receive 24x7 support with an unlimited number of cases that can be opened and with committed support levels aligned to those Support Case classifications.

With any **AviatCare** agreement, Customer(s) can access the Aviat Networks TAC 24x7 with accelerated response times as outlined in the Target Response Time section. This ensures that the Customer(s) receives the level of support required to meet specific business demands and budget requirements.

The Aviat Networks TAC teams are primarily equipped to handle issues that deal with equipment hardware or software malfunction or failure. Customers needing assistance in other areas such as network configuration, reconfiguration and redesign, or network optimization should contact their Aviat sales team to engage appropriate levels of technical consulting and network optimization services.

4.3. HOW TO CONTACT A REGIONAL TAC

Customer(s) can contact a regional TAC directly via the contact information provided in Appendix B. They can also go to the **AviatCare** Online Web Portal for or for Access products and open a request or email the addresses in Appendix B. All Customer requests will trigger a Support Case to be opened and will be used to track progress of the request.

4.4. SUPPORT CASE DESCRIPTION

Before contacting Aviat Networks, the Customer should prepare a problem description containing as many details as possible. The problem description should address at least the following:

- What is the severity of the issue?
- What is the Aviat Express Support PIN number?
- If the Aviat Express Support PIN number is not available, what is the Original Sales Order?
- What is the type of equipment?

- What is the Product Software version?
- What changes, if any, were made to the Product prior to the appearance of the problem or issue that is being reported?
- When did the problem or issue first appear?
- What action was being performed when the problem or issue first appeared?
- Is the issue intermittent?
- Has the problem or issue appeared before or is this the first time?
- What actions have been attempted to remedy the problem or issue?

4.5. PROVIDING ADDITIONAL DOCUMENTATION WHEN OPENING A SUPPORT CASE

Customers are requested to provide supporting documentation and files from the equipment as part of the support case. This helps Aviat TAC engineers better understand the issue at hand and start working on the solution. Providing these items below as part of the case opening process significantly reduces the amount of time spent exchanging initial information and results in a faster resolution.

Examples of supporting documentation and files include:

- Help desk file during the fault – provides a snapshot of performance at the time of fault
- **As Built Report** – provides software and hardware configuration of the equipment
- **Network Diagram** – provides necessary info of other equipment connected to the equipment
- **PCR files** – provides RF performance trends of the links in question and are used to resolve chronic issues affecting equipment performance
- Screen snapshots showing the actual alarm

4.6. SUPPORT CASE SEVERITY CLASSIFICATIONS

There are four (4) Support Case severity classifications: (1) Critical; (2) Major; (3) Minor; and (4) Inquiry. Critical, Major and Minor cases pertain to problems in the Product or associated software. Inquiry cases pertain to questions about the Product or associated software. The four (4) case severity classifications are defined per TL9000 standards:

Critical Support Cases severely affect service, traffic, billing and/or maintenance capabilities and require immediate corrective action (regardless of time of day or day of the week). Critical cases may cause any of the following:

- Total Product failure that results in loss of all data transmission
- Reduction in capacity or traffic handling capability such that the Product cannot handle expected loads. (Capacity refers to the capacity for which the necessary hardware has been installed and the Software configured)
- Loss or severe degradation in capacity or traffic-handling capability
- Any loss of safety or emergency capability (e.g., 911 calls)
- Inability to restart a processor or the Product

Note: Occurrences described in the foregoing list are not necessarily (a) all-inclusive or (b) applicable to all Products or associated software.

Major Support Cases cause conditions that seriously affect Product operation, maintenance and/or administration and require immediate attention. Urgency is less than in Critical Support Cases because of a lesser immediate or impending effect on Product performance, Customers and/or telephone company operation and revenue. Major Support Cases may cause any of the following:

- Significant reduction in capacity and traffic measurement function
- Any loss of functional visibility and/or diagnostic capability
- Repeated degradation of port connections
- Prevention of access for routine administrative activity
- Degradation of access for maintenance or recovery operations
- Degradation of Product's ability to provide any required Critical or Major trouble notification
- Any increase in Product-related Customer trouble reports
- Loss of Product's ability to perform automatic system reconfiguration
- Loss of protection switching capability

Note: Occurrences described in the foregoing list are not necessarily (a) all-inclusive or (b) applicable to all Products or associated software.

Minor Support Cases are problems that are tolerable during Product use, do not significantly impair functioning of the Product and do not significantly affect service to Customers.

Inquiry Support Cases are technical questions concerning installation and/or performance of the Product.

4.7. TARGET RESPONSE AND RESOLUTION TIMES

Aviat Networks will use commercially reasonable efforts to meet the target response times and resolution times in the table below. Aviat Networks neither warrants nor guarantees that such target response and resolution times will be met for all cases. Specific targets are aligned with TL9000 guidelines that Aviat Networks is committed to meeting as a global performance goal.

Aviat Networks shall not be responsible for any failure to meet the target response and/or resolution times set forth below (including but not limited to failures arising from delays caused by the Customer, Customer's failure or refusal to accept Aviat Networks' proposed solution, unavailability of equipment or software necessary to implement proposed solution or circumstances beyond Aviat Networks' reasonable control), unless committed under a specific **AviatCare** Support Agreement.

Response, Restoration, Resolution Times	Critical	Major	Minor/Inquiry
Problem Case Severity Classification	Critical Trouble Tickets	Major Trouble Tickets	Minor Trouble Tickets and Inquiry Trouble Tickets
Aviat Networks' Operational Hours	24x7	Local Business Hours (unless committed differently under AviatCare Support Agreement)	Local Business Hours
TAC Response Time and Initiation of Troubleshooting Process	Within fifteen (15) minutes after the Trouble Ticket is reported to Aviat Networks by phone For the Wireless Access and LTE Products, one (1) hour	Within thirty (30) minutes after reported to Aviat Networks by phone	By the Next Business Day

	after the Trouble Ticket is reported to Aviat Networks by phone		
Target Restoration Time	24 hours	2 Business days	Where applicable, 3-5 days
Target Resolution Time	Per Standard TL9000 30 Business days	Per Standard TL9000 30 Business days	Per Standard TL9000 180 Business days

Note 1: If Minor or Inquiry requests are received after local business hours, Aviat Networks will not start working on the Support Case until the next business day.

Note 2: The target response and resolution times set forth above do not pertain to third-party OEM equipment, software or any Aviat Networks product beyond communicated MD date. Specific response and resolution times for MD products will only be committed to under AviatCare Protect or AviatCare Maintain agreements. Products currently identified as MD as of Sept.2022, are in Appendix D.

4.8. RESOLUTION AND ESCALATION PROCESS

Phase A. Initial Contact with Aviat Networks and Troubleshooting

All Reported Issues:

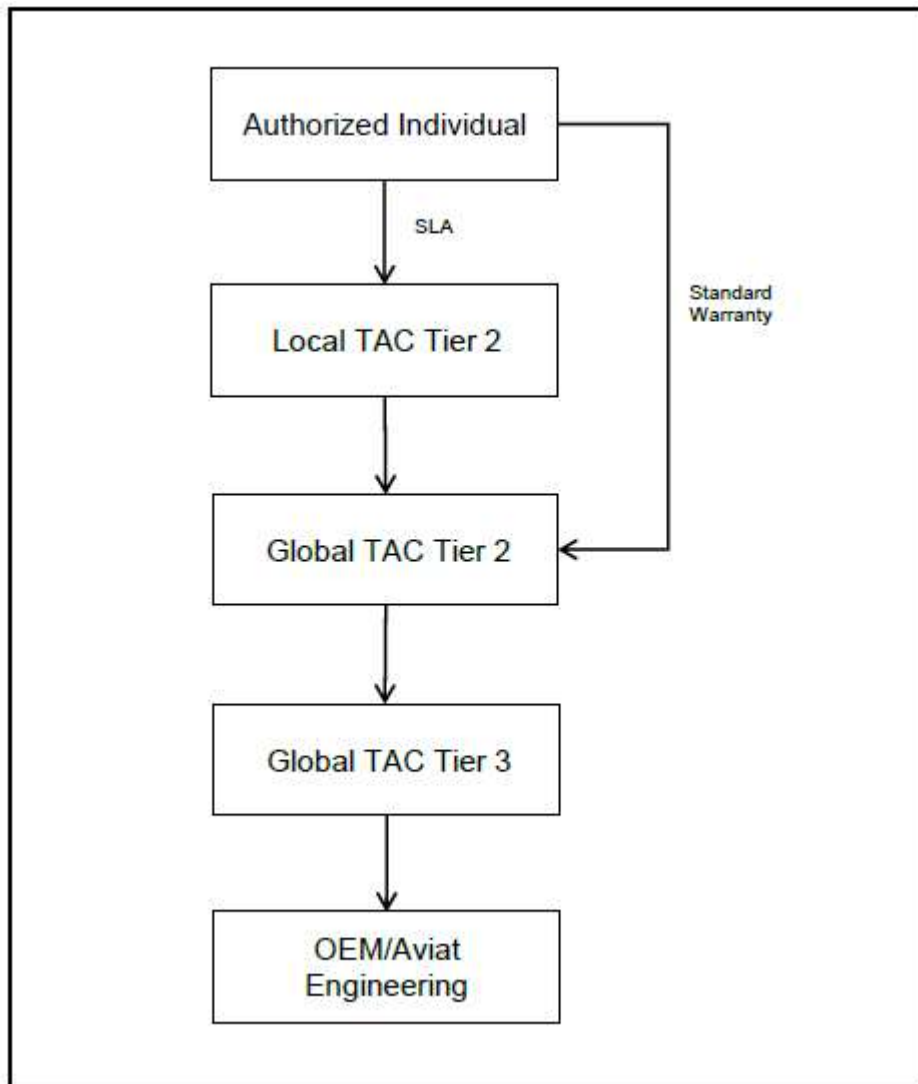
- Customer contacts Support either by phone, email, web or the Support Assurance Desk. Either way, Customers will get to the TAC if the customer has an assigned PIN number, Support Agreement or the equipment is covered by warranty.
- TAC Technical Support Engineer (TSE) receives the call, opens a Support Case and, based on Customer and Product data provided attempts to resolve it. If unsuccessful, TSE will escalate to the next tier of support, and a notification will be sent to the next level of management within Aviat Networks to ensure the appropriate focus is applied to the problem.
- During the initial discussion TSE consults with the Customer and identifies the severity of the problem (i.e., Critical, Major, Minor, Inquiry), which is then used to classify the case.
- TSE will initiate the required troubleshooting process within the timeframes set in the "Target Response and Resolution Times" table.
- If the problem is identified with an OEM product purchased through Aviat Networks, the TSE will work with the OEM to close the issue.

Phase B. Troubleshooting and Escalation (Beyond Target Resolution Time)

If the problem is not resolved within the target resolution time and after Aviat Networks initiates the troubleshooting process, Aviat Networks will then pursue the following steps:

- The reported Support Case is escalated to management and next level of support.

5. THREE (3) TIERED ESCALATION STRUCTURE—TROUBLE TICKET FLOW



6. AVIAT NETWORKS NETWORK REPAIR COVERAGE

6.1. OVERVIEW

Customers should observe the Aviat Networks' Repair Coverage guidelines when requesting/sending Field Replaceable Unit(s) (FRUs) to Aviat Networks for in-warranty or out-of-warranty repairs. All requests for repair or replacement must be initiated through an RMA request. This request can be opened via the **AviatCare** Online Web Portal or emailing the appropriate account.

Customers with **AviatCare** support agreements may open cases by telephone to a regional Support Center or via the AviatCare Online Web Portal. It is critical that an RMA request be opened so any further information collected can be tied to an identified RMA tracking number.

6.2. REQUESTING AN RMA

Prior to shipping defective unit(s) to Aviat Networks for repair, the Customer must obtain an RMA number. To request an RMA, the Customer completes and submits an RMA Request Form for each returned unit. This form is under the Repair & Return section of the **AviatCare** Online Web Portal at HTTPS://AVIATCLOUD.COM/FRF/SHIP_SITE_LIST.ASP

Once all supporting information is entered for the initial request, it generally takes a couple of minutes per defective unit to submit the RMA request.

Aviat Networks will respond to RMA Requests within one business day of submission (excluding weekends and public holidays) as detailed below. Our response will confirm receipt of the request. If there are no issues, it provides acceptance of the request for processing and instructions for sending in defective unit(s).

Units will have different repair processes depending on what type of Support coverage is available, including:

6.2.1. IF UNIT IS IN WARRANTY OR COVERED BY AN AVIATCARE SUPPORT AGREEMENT

- Customer will receive an RMA number, per unit being returned for repair, and advised which repair center each unit should be shipped to for repair or replacement.
- Units that are deemed damaged (not failed due to operational issues) when received in the repair center will be placed into quarantine pending receipt of a valid PO or Cash In Advance (CIA) payment to cover the replacement/repair cost of the unit(s), if repairable.

6.2.2. IF ADDITIONAL SERVICES ARE REQUESTED BUT NOT COVERED BY AN AVIATCARE SUPPORT AGREEMENT

Aviat Networks will issue a Quotation or Pro Forma Invoice along with the RMA number, depending on the Customer account terms at the time of request; Aviat Networks will request a PO or CIA for the cost of additional services requested, i.e., requests for Advance Replacement, Expedited Repair. Availability of Advance Replacement unit(s) will be confirmed **upon receipt of PO or payment** as availability may have changed pending response. Advance Replacements will not be processed without confirmed acceptance of terms and conditions. See section on Advance Replacement.

6.2.3. IF UNIT IS OUT OF WARRANTY AND NOT COVERED BY AN AVIATCARE SUPPORT AGREEMENT

Aviat Networks will issue a Quotation or Pro Forma Invoice, depending on the Customer account terms at the time of request; Aviat Networks will request a PO or CIA for the repair cost and/or any additional services requested, i.e., requests for Advance Replacement. Availability of Advance Replacement unit(s) service will be confirmed **upon receipt of PO or payment** as availability may have changed pending response. Advance Replacements will not be processed without confirmed acceptance of terms and conditions. See section on Advance Replacement. RMA numbers and repair locations will be issued upon receipt of a PO number covering Quotation, or if CIA has been requested, confirmation from Aviat Networks Finance Department that payment has been received. *

*Note: If you send units to an Aviat Networks repair center without an RMA number or a valid PO or cash payment to cover repair costs of the units, the units will be placed into "quarantine." No activity will take place with said units until payment or a valid RMA number is provided.

6.2.4. IF AVIAT NETWORKS REQUIRES FURTHER INFORMATION TO ENABLE US TO PROCESS THE RMA REQUEST

Customer(s) will receive a notification indicating any missing details or actions required to obtain an RMA number, Quotation or Pro Forma Invoice.

Customer(s) may also request RMAs by email or fax. Contact one of the regional RMA centers as outlined in Appendix B.

To have an RMA request processed via email or fax, Customer(s) must provide the following information for each returned unit:

- Company name and shipping/return address
- Billing address
- Part Number
- Serial Number
- Unit software load, if appropriate
- Description of the suspected failure
- Any special requirements
- **AviatCare Protect** or **AviatCare Maintain** Support Agreement number or assigned Express Support PIN, if applicable
- PO or CIA (subject to account status) at the applicable price for billable requests, which includes requests for express service regardless of warranty status. Pricing for express/custom services is available via the **AviatCare** Online Web Portal or by contacting your regional RMA center (see Appendix B)

Important Note: Where applicable, Customer(s) must include an associated **AviatCare** Support Agreement number or assigned Express Support PIN on all correspondence to avoid invoicing for services within the scope of the Support Agreement and outside the standard warranty.

6.3. TURNAROUND TIME AND LIMITATIONS

Under standard warranty, Aviat Networks will repair and return failed equipment within thirty (30) calendar days (where the product has not been Manufacture Discontinued (MD)). For MD products, target turnaround time for repairs and returns is forty-five (45) calendar days, unless a different length turnaround time has been indicated through a product announcement or provided for under an **AviatCare** Support Agreement.

Improved turnaround times are available via Aviat Networks' Advance Replacement offering, covered later in this document. Improved R&R turnaround times are another benefit available from **AviatCare**.

Turnaround times can be affected if any of the following conditions are present in a request:

- More than five (5) units of the same type are received at the same time, or more than ten (10) units of any type are received at the same time
- Returned unit(s) have not been classified as defective and/or have been returned for a retune, refurbishment or elective modification
- Aviat Networks has not been provided critical information, such as a valid PO or CIA for a billable order, return shipping address, shipping instructions or any other information that may delay repairs
- Any returned unit is deemed No Fault Found after initial evaluation
- Unit(s) received have been improperly packed and therefore have sustained physical or electrostatic damage during shipping/transit

6.4. TURNAROUND TIME CALCULATION

Turnaround time is measured from the time a defective unit arrives at the designated Aviat Networks Repair Center until the time that it is shipped out of the Aviat Networks

Repair Center. Turnaround time is only tracked from time received until time shipped; all shipping related time is excluded from the calculation. Repair Centers are designated during issuance of an RMA.

6.5. OEM

For OEM (vendor) items, repair turnaround times are set by Aviat Networks' suppliers. Aviat Networks' close working relationships with the suppliers ensure the best turnaround times. In most cases, this will align to the standard Aviat Networks turnaround time (30 days). Every effort will be made to inform Customer if there will be any deviations from standard turnaround time.

6.6. SHIPPING COSTS

The Customer is responsible for all charges associated with shipping returned unit(s) to the designated Aviat Networks Repair Center. Shipments shall be made according to the delivery term DAP (Delivered at Place), Aviat Networks Repair Center (Incoterms 2020).

Aviat Networks is responsible for all charges associated with shipping the returned unit(s) back to the Customer. Shipment shall be made pursuant to the delivery term DAP, Customer's premises (Incoterms 2020).

6.7. REPAIR LOGISTICS

Aviat Networks offers a Repair Logistics service in the **AviatCare** Support Program where Aviat Networks arranges and pays for collection/delivery of defective equipment, which will be returned DAP as normal.

6.8. ADVANCE REPLACEMENT

Advance Replacement is offered where and when available. See section on Advance Replacement.

6.9. PRICING

Aviat Networks considers any repair request out of warranty as a billable service. Repair prices are set by Aviat Networks and subject to change without notice. Only when an RMA is issued will the price be established for that order. Pricing will be valid for 60 days. If Aviat Networks does not receive the defective unit(s) under the RMA within 60 days, Aviat Networks reserves the right to cancel the RMA and any new RMA will be established with new pricing (if applicable).

6.10. NO FAULT FOUND FEE

If Customer returns units of Supported Products which, after testing by Aviat Networks are found to meet the applicable Product specifications, then Aviat Networks will charge Customer a No Fault Found (NFF) inspection fee of USD750 for each such non-defective returned unit. The NFF fee may be waived by Aviat Networks if the return of said unit was advised/recommended by an Aviat Networks TAC personnel.

6.11. HOW AND WHERE TO SEND DEFECTIVE UNITS

Please enclose the following written information with the defective unit(s):

- RMA number, written clearly on the outside of the carton that the defective unit is returned in
- Complete repair and return information

Customer must package the defective unit(s) in a way that they are protected from physical and/or Electrostatic Discharge (ESD) damage during shipment.

Send all unit(s), freight prepaid, pursuant to the delivery term DAP (Incoterms 2020) to the Aviat Networks Repair Center location provided when the RMA was issued.

6.12. AVIAT NETWORKS' REPAIR LOGISTICS SERVICE

Customers could opt to use Aviat Networks' Repair Logistics service if they purchased the appropriate **AviatCare** Support Agreement either as an add-on to the standard warranty period or as part of a Warranty Plus offering. In such cases, Aviat Networks will handle pickup, delivery and any associated details and costs.

Returned unit(s) that have not been assigned an RMA may be: (a) returned to Customer without being repaired and/or (b) subject to an increased Turnaround Time.

6.13. EXTENT OF REPAIRS

Aviat Networks will repair defective unit(s) to meet applicable and established Aviat Networks Product Specifications. The warranty period for any repairs made to the returned unit is either the remainder of the returned unit's original warranty period or one hundred and eighty (180) days from the date of repair, whichever is longer. This warranty period shall also

apply to repairs made to out of warranty returned unit(s). The repairs warranty period for the Wireless Access and LTE Product repairs is 90 days from the return shipment date or the balance of the original Equipment warranty, whichever is longer.

6.14. RETURN SHIPMENT TO THE CUSTOMER

Aviat Networks will return the repaired unit to the Customer, freight prepaid, pursuant to the delivery term DAP, Customer's premises (Incoterms 2020). The following information will be included with the return shipment:

- Packing list
- A Fault Report Form for each unit
- A copy of the pro forma invoice (for international shipments only)
- A copy of the AWB or forwarder name and AWB number (for international shipments only)

Important Note: In the case of "damaged in shipping" or if the package was not delivered, the Customer has twenty (20) days to report the problem to Aviat Networks for resolution. Any requests received after 20 days will be resolved on a "best effort" basis but may result in additional costs to the Customer.

6.15. WHEN UNITS ARE NOT REPAIRED AND WARRANTIES VOIDED

Returned unit(s) that have been modified or repaired by a party other than Aviat Networks or are classified as Damaged Beyond Repair (in Aviat Networks' sole opinion) will not be repaired and any remaining warranty coverage will be void. Customers must arrange collection of returned unit(s) at their own expense or agree in writing that Aviat Networks can scrap the identified equipment.

6.16. DAMAGED BEYOND REPAIR

If a returned unit is Damaged Beyond Repair, Customer may purchase an equivalent refurbished or new (if available) replacement for the returned unit at Aviat Networks' current pricing.

6.17. RECERTIFICATION OF UNSUPPORTED PRODUCTS

If the Customer wants to purchase support for a Product (including refurbished equipment) that is not supported under an existing AviatCare Support Agreement, Aviat Networks will then be entitled to inspect the Product to determine whether any repairs, adjustments, software revisions and/or relicensing charges will be necessary as a prerequisite. All required repairs, adjustments, revisions, and other equipment alternations must be purchased from and performed by Aviat Networks at the current pricing before the Customer may purchase an AviatCare Support agreement for unsupported Products.

6.18. INFORMATION SUBJECT TO CHANGE WITHOUT NOTICE

The information described herein is subject to change without notice. These guidelines are a summary of Aviat Networks' Repair Coverage service as of the date of publication. For clarification or a complete description of the service in these guidelines, contact your local Aviat Networks sales office.

These guidelines supersede any other previous guidelines made available to Aviat Networks' Customers. If any portion of these guidelines is deemed to be prohibited by, unlawful or unenforceable under any applicable law of any jurisdiction, such portion shall be ineffective as to such jurisdiction without affecting any other portion of these guidelines.

7. AVIAT NETWORKS ADVANCE REPLACEMENT GUIDELINES

7.1. OVERVIEW

This section describes Aviat Networks' Advance Replacement services and provides specific instructions when requesting an Advance Replacement unit.

Aviat Networks provides a billable Advance Replacement service for those Customers who need replacement of failed unit(s) sooner rather than waiting for failed unit(s) to be returned after repair. This service is available to Customers who may be short of spares and want to have replacement unit(s) onsite prior to Repair and Return of their defective unit(s) or need an immediate spare to address a critical network issue.

This service is based on the availability of requested unit(s) at a regional support center and does not include provisioning of new products. All efforts will be made to provide this service within the timeframes committed; if Aviat Networks does not perform within the specified time then the Customer will be charged for the next lower level of service (standard Return for Repair price if Advance Replacement is not available).

7.2. REQUESTING AN ADVANCE REPLACEMENT UNIT

Advance Replacement Unit requests are managed through the standard RMA process. First recommended point of contact is via the **AviatCare** Online Web Portal where an RMA can be requested 24x7. Given the critical nature of these requests, Customer may also email the request or call one of the regional RMA centers. To ensure a timely response the Customer should utilize the AviatCare Online Web Portal to open an Advance Replacement RMA.

7.3. PRICING

Advance Replacement requests are a billable service, unless the Customer has an AviatCare Warranty Plus agreement, which includes Advance Replacement. Pricing is subject to change without notice. Only when an RMA is issued will the Advance Replacement price be fixed for that order for up to 30 days.

If Aviat Networks does not receive within 30 days all the required information (see section "Before Processing the Advance Replacement Unit") to release the replacement unit(s) under the RMA, Aviat Networks reserves the right to cancel the RMA. Any new RMA will be set at the new pricing (if applicable). Replacements cannot be processed until all required information is received. Delays in providing RMA-required information will necessitate delays in delivering Advance Replacements.

For unit(s) under warranty and requiring a standard 3–5-day Turnaround, a minimum fee of \$250 per unit will be billable. For unit(s) out of warranty, the standard out-of-warranty Advance Replacement service price will apply.

Note: Unit(s) shipped in support of Advance Replacement requests will be invoiced at the current product-list price, without discounts, if Aviat Networks does not receive the defective unit(s) within 30 days at the designated Aviat Networks Repair Center as per the RMA from the date of the replacement shipment.

7.4. BEFORE PROCESSING THE ADVANCE REPLACEMENT UNIT

Aviat Networks must assign an RMA before processing an Advance Replacement Unit request. Therefore, the following information is required from the Customer:

- Company name
- Shipping and billing address
- Part number and model number (if applicable)
- Serial Number of the defective unit(s)
- Unit software load (if applicable)
- Description of suspected failure
- Whether any special requirements exist
- Product revision (if required)
- **AviatCare** Support Agreement Number or assigned Express Support PIN (if applicable)
- A purchase order at the appropriate price (if applicable)
- Confirmed Acceptance of Terms and Conditions associated with Advance Replacements

Note: Customer(s) must include the **AviatCare** Support Agreement number or assigned Express Support PIN number (if applicable) in all correspondences to avoid charges for services that are covered by their **AviatCare** Support Agreement. Aviat Networks must have the serial number and part number of each unit for which an Advance Replacement Unit is being requested.

7.5. CONFIRMED ACCEPTANCE OF TERMS AND CONDITIONS OF ADVANCE REPLACEMENTS

Advance Replacements cannot be shipped without confirmation that the Customer accepts Aviat Networks' Terms and Conditions. When requesting an Advance Replacement RMA via the **AviatCare** Online Web Portal, Customer must check acceptance to the terms before submitting the request. Requests via email or phone require a signed acceptance of the Terms and Conditions by an authorized representative of the Customer's organization. Aviat Networks cannot proceed until a signed document is received.

Note: Signed acceptance is generally a standard Quotation; however, the quote will be zero if the replacement cost is covered by the agreement.

7.6. ADVANCE REPLACEMENT UNIT SHIPMENT

Aviat Networks will ship the Advance Replacement Unit(s) prepaid and shall be made pursuant to the delivery term DAP to named place of destination (Incoterms 2020). At its sole discretion, Aviat Networks will dispatch refurbished or new unit(s) as Advance Replacement per Turnaround time requested by the Customer. This will occur within the commitment levels of Advance Replacement service requested after the completed request has been received at the Aviat Networks Customer Care Center. All units have the same warranty coverage as the original unit or the repair warranty, whichever is longer.

Important Note: In the case of units damaged in shipping or if the package was not delivered, the Customer has 20 days to report the problem to Aviat Networks for resolution. Any request received after 20 days will be resolved on a "best effort" basis but may result in additional costs to the Customer.

7.7. ADVANCE REPLACEMENT 'NEXT BUSINESS DAY SHIP' UNIT SHIPMENT

For service levels where Next Business Day Ship (NBDS) is contracted, Aviat Networks will dispatch refurbished or new unit(s) as Advance Replacement on the same day if Aviat receives the RMA request prior to 3:00 p.m. CT on a Business Day; otherwise, such Advance Replacement Units will ship during the next Business Day.

7.8. AFTER RECEIVING ADVANCE REPLACEMENT UNIT

After receiving the Advance Replacement Unit, the Customer has thirty (30) days to return the defective unit to the Aviat Networks Repair Center for which the Advance Replacement Unit was requested. When returning the unit(s) to the Aviat Networks Repair Center, the Customer must use the same RMA number that is listed on the packing slip issued with the Advance Replacement Unit.

7.9. RETURN CHARGES

The Customer is responsible for all charges associated with shipping the defective unit(s) to the Aviat Networks Repair Center; shipment shall be made pursuant to the delivery term DAP named place of destination (Incoterms 2020).

7.10. LATE RETURN PENALTIES

If Aviat Networks does not receive the defective unit(s) within the aforementioned thirty (30) day period, then:

- (a) Aviat Networks will invoice the Customer for one hundred percent (100%) of the current list price of the Advance Replacement Unit(s)
- (b) the unit(s) will not be accepted for credit.

7.11. HOW AND WHERE TO SEND DEFECTIVE UNITS

Please enclose the following written information with the defective unit(s):

- RMA number, written clearly on the outside of the carton within which the defective unit is returned
- Complete repair information (e.g., Repair tag or RMA fault form)

The defective unit(s) must be packaged to protect it from physical and/Electrostatic Discharge (ESD) during shipment.

Send all defective unit(s), freight prepaid, to the Aviat Networks Repair Center.

7.12. IMPORTANT NOTE ON UNITS MODIFIED OR DAMAGED BEYOND REPAIR

If a defective unit has been modified by any party other than Aviat Networks or is deemed by Aviat Networks to be Damaged Beyond Repair, then Aviat Networks reserves the right to charge the Customer for the Advance Replacement Unit at Aviat Networks' current list price.

7.13. ADVANCE REPLACEMENT UNIT AVAILABILITY

Aviat Networks cannot guarantee availability of Advance Replacement Service for all unit(s). If an Advance Replacement Unit is not available, then Aviat Networks will alert the Customer and default to standard Repair and Return Turnaround for repair.

The information described herein is subject to change without notice. These guidelines are a summary of Aviat Networks' Advance Replacement service as of the date hereof. For clarification or a complete description of the service described in these guidelines, please contact your local Aviat Networks **AviatCare** representative.

These guidelines supersede any other previous guidelines made available to Aviat Networks' Customers. If any portion of these guidelines is deemed to be prohibited by, unlawful or unenforceable under any applicable law of any jurisdiction, such portion shall be ineffective as to such jurisdiction without affecting any other portion of these guidelines.

8. ACCESSING THE SOFTWARE LICENSE MANAGEMENT SERVER FOR AVNW SOFTWARE

The Software Support service levels allow the Customer to generate the relevant license keys for the latest software release for the software licenses depending on the service level they have purchased. Customers can access the license management server on the AviatCare Services website.

Please note that in order to get access to the license server, customers must have a valid AviatCare support user account. Details for requesting a new support user account are provided in the "ACCESSING AVIATCARE ONLINE WEB PORTAL" section of this document.

9. REGIONAL SUPPORT SERVICES PRIMARY REPRESENTATIVES

For any clarification or a complete description of the services described in these guidelines, please contact your regional Support Services primary representative.

Contact	Email address	Phone	Region
Jenny Frederiksen	Jenny.Frederiksen@aviatnet.com	+1 408-476-0302	Americas
Yogesh Matta	Yogesh.Matta@aviatnet.com	+91 124 6798109	APAC / EUR / ME / AFRICA
Celeste Robles	Celeste.Robles@aviatnet.com	+1 514-823-8631	Global

APPENDIX A: WARRANTY PROVISIONS

a) **EQUIPMENT WARRANTY.**

- A. During the Equipment Warranty Period stated in the Warranty Coverage Matrix (section 12.e)), Aviat Networks warrants that the Aviat Networks manufactured Equipment (i) is free from defects in materials and workmanship and (ii) substantially conforms to Aviat Networks' published specifications for such Equipment.
- B. Items not manufactured by Aviat Networks to be utilized in conjunction with or independently of Aviat Networks manufactured Equipment shall be only covered by the specific warranty terms of the supplier or manufacturer of those items.
- C. Aviat Networks does not warrant, provides no guarantee and is not responsible for:
 - (1) Defects or failures caused in whole or in part by:
 - (A) power failures, surges, fires, floods, accidents, actions of third parties, or other events outside of Aviat Networks' control,
 - (B) Customer's abuse, mishandling, misuse, negligence, improper storage, servicing or operation, or unauthorized attempts to repair or alter the Equipment in any way,
 - (C) items normally consumed during the Equipment operation, or
 - (D) failures caused by non-Aviat Networks Equipment.
 - (2) Consequential expenses incurred for transportation, removal, replacement, evaluation, or for testing, repair, or other services not performed by Aviat Networks personnel. Consequential damages from any causes such as downtime costs, costs for substituting Equipment or loss of anticipated profits or revenue are not covered.
 - (3) Equipment built to Customer's specifications that are later found not to meet Customer's needs or expectations.
 - (4) The performance of the Equipment when used in combination with equipment not purchased, specified, or approved by Aviat Networks.
 - (5) Signal coverage delivered by antenna equipment whether or not supplied by Aviat Networks.
 - (6) Damages and performance limitations due to outside forces such as snow, ice, lightning, excessive heat or cold, or highly corrosive environments.
 - (7) Cost to return of a defective part or unit to Aviat Networks to provide the repair.
 - (8) On-site trouble shooting or first level maintenance services. On-site trouble shooting services can be provided at Aviat Networks' option if a reasonable effort by Customer's qualified technical personnel has not corrected the problem. If so, Customer will be responsible for the labor, travel and living expenses associated with the field service of Aviat Networks' personnel. A TWO-DAY MINIMUM CHARGE APPLIES TO ALL ON-SITE TROUBLE SHOOTING VISITS.

b) **SERVICE WARRANTY.**

- A. During the Services Warranty Period stated in the Warranty Coverage Matrix (section 12.e)), Aviat Networks warrants that it shall perform the purchased Services using personnel of required skill, experience, and qualifications and in a professional and workmanlike manner in accordance with generally recognized industry standards for similar services.
- B. Warranty of Path Engineering Services: Aviat Networks warrants that the installed radio communication path will conform to Customer's multipath performance reliability requirements, when Aviat Networks has performed a path survey and recommended the path design and Aviat Networks has performed the installation. It is further

warranted that all Aviat Networks field activities and path propagation analysis will utilize current hardware, software, engineering practice and judgment with the goal of meeting Normal Path Loss, as defined in Telecommunications Industry Association/Electronic Industry Association Standard RS-252A.

- C. Aviat Networks will not be responsible for paths that it does not survey or for changes in path design (beyond those specifically allowed in the path survey report or in writing) after the field survey is completed, including, but not limited to: (1) any change in path design; (2) any movement of site locations; (3) any building or other structure built on-path; (4) any change to or disturbance of the terrain which may cause blockage or reflection; (5) any additional frequency interference source; (6) any change of available antenna mounting space on tower; or (7) installation of non-Aviat Networks radio equipment. Any one or more of the above changes will nullify this warranty. Customer will in such case bear the total cost of determining that such change was the cause. When non-Aviat Networks radio equipment is installed on a surveyed path, or when the installation is not performed by Aviat Networks or a Aviat Networks certified Value-Added Service Provider, Aviat Networks' responsibility under the terms of this warranty will be limited to re-surveying the path.
- D. Aviat Networks will not be responsible for degraded path performance when such degradation is due to anomalous propagation conditions such as: (1) long-term loss of fade margin due to antenna decoupling misalignment caused by widely varying k-factor changes; (2) long-term loss of fade margin due to Atmospheric Boundary Layering (ABL) causing wavefront defocusing (beam spreading), signal entrapment, "blackout" fading, and other such occurrences; (3) excessive rain outage rates beyond those published in the agreed to standards used in the calculations (Crane, ITU, regional, etc.); (4) degradation resulting from certain types of multipath interference attributed to unidentifiable off-path terrain features and/or structures; or (5) any other technological or atmospheric condition not foreseeable through the exercise of prudent engineering knowledge and judgment.
- E. Where anomalous propagation is suspected on an installed microwave path, Aviat Networks will work with Customer to obtain reasonable evidence that such condition exists. The total retroactive costs for such study will be the responsibility of Customer with Aviat Networks providing in-office engineering support. The cost of relocating towers, antennas, passive reflectors or other measures required to remedy this type of problem will be the sole responsibility of Customer.

c) SOFTWARE WARRANTY.

- A. Aviat Networks warrants that during the Software Media Warranty Period stated in the Warranty Coverage Matrix (section 12.e)), all physical media ("Software Media") for the Licensed Programs shall be free of defects in material or workmanship.
- B. Aviat Networks warrants that during the Software Warranty Period stated in the Warranty Coverage Matrix (section 12.e)), the Licensed Aviat Networks Programs will substantially conform in all material respects with Aviat Networks' specifications for the Licensed Aviat Networks Programs when installed, operated, and used as recommended in the related documentation and in accordance with this Agreement.
- C. This Software Warranty does not apply to any Software Media or Licensed Programs that:
 - (1) has been altered or modified, except by Aviat Networks;
 - (2) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Aviat Networks;
 - (3) user's failure to promptly install all maintenance releases that Aviat Networks has previously made available to the user of the Licensed Programs;
 - (4) has been subjected to abnormal physical or electrical stress, misuse, negligence, or accident;
 - (5) the operation of, or access to, Customer's or a third party's system or network;
 - (6) any open-source components, beta software, software that Aviat Networks makes available for testing or demonstration purposes, temporary software modules or software for which Aviat Networks does not receive a license fee;
 - (7) has been used in ultra-hazardous activities.

d) LIMITATIONS ON WARRANTIES.

- A. Aviat Networks shall not be liable for a breach of the warranties set forth Section 12.a) to c) unless: (i) Customer gives written notice of the defective Equipment, Licensed Programs or Services, as the case may be, to Aviat Networks within five (5) business days of the time when Customer discovered or ought to have discovered the

- defect, with a description of the defect with detailed information, which will enable Aviat Networks to identify the defect and determine its probable cause; (ii) if applicable, Aviat Networks is given a reasonable opportunity after receiving the notice of breach of the warranty to examine such defective items and Customer (if Aviat Networks so requests) returns such defective items to the address advised by Aviat Networks, at Customer's cost, for the examination to take place there; and (iii) Aviat Networks reasonably verifies Customer's claim that the Equipment, Licensed Programs or Services are defective.
- B. Aviat Networks shall not be liable for a breach of the warranties set forth Section 12.a) to c) if: (i) Customer makes any further use of such Equipment, Licensed Programs or Services after it gave such notice; (ii) the defect arises because Customer failed to follow Aviat Networks oral or written instructions as to the storage, installation, commissioning, use or maintenance of the Equipment, Licensed Programs or Services; or (iii) Customer alters or repairs such Equipment, Licensed Programs or Services without Aviat Networks' prior written consent.
 - C. Subject to the preceding paragraphs of this Section 12.d), during the Equipment Warranty Period, Aviat Networks shall, in its sole discretion, either repair or replace defective Equipment (or the defective part) provided that Customer shall, at Customer's expense (including freight, handling, custom clearance and insurance charges), return the defective Equipment to the repair center advised by Aviat Networks.
 - D. Subject to the preceding paragraphs of this section 12.d), during the Software Warranty Period, Aviat Networks shall provide, free of charge, a corrected copy of any portion of the Licensed Aviat Networks Programs which is found by Aviat Networks' inspection not to be in substantial compliance with the published specifications for such Licensed Aviat Networks Program. If we are unable to provide a corrected copy of the Licensed Aviat Networks Programs within a reasonable time, we will replace the same with a functionally similar program or refund to Customer the amounts paid to license such Licensed Aviat Networks Programs.
 - E. Subject to the preceding paragraphs of this section 12.d), with respect to any Services subject to a claim under the Services Warranty, Aviat Networks shall, in its sole discretion, (i) repair or re-perform the defective Services or (ii) credit or refund the amounts paid by Customer for such defective Services.
 - F. CLAIMS UNDER ANY OF THE FOREGOING WARRANTIES (SECTION 12.A) to C)) ARE WAIVED UNLESS MADE WITHIN THE RELEVANT WARRANTY PERIOD.
 - G. NO PERSON IS AUTHORIZED TO GIVE ANY OTHER WARRANTIES OR TO ASSUME ANY OTHER LIABILITIES ON OUR BEHALF.
 - H. THE REMEDIES SET FORTH IN SECTION 10.d) C), D) and E) CONSTITUTE AVIAT NETWORKS' SOLE AND EXCLUSIVE LIABILITY HEREUNDER AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR BREACH OF THE LIMITED WARRANTIES SET FORTH IN SECTION 12.a) to c).
 - I. THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES (EXCEPT AS TO TITLE), WHETHER ORAL, WRITTEN, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, ANY IMPLIED WARRANTY OR CONDITION OF FITNESS FOR A PARTICULAR PURPOSE, OR ANY WARRANTY OR CONDITION ARISING OUT OF COURSE OF DEALING, COURSE OF PERFORMANCE, OR CUSTOM OR USAGE OF TRADE.
 - J. WITHOUT LIMITING THE FOREGOING, AVIAT NETWORKS MAKES NO WARRANTY OF ANY KIND THAT THE LICENSED PROGRAMS OR DOCUMENTATION, OR ANY PRODUCTS OR RESULTS OF THE USE THEREOF, WILL MEET CUSTOMER'S OR OTHER PERSONS' REQUIREMENTS, OPERATE WITHOUT INTERRUPTION, ACHIEVE ANY INTENDED RESULT, BE COMPATIBLE OR WORK WITH ANY SOFTWARE, SYSTEMS, OR OTHER SERVICES, OR BE SECURE, ACCURATE, COMPLETE, FREE OF HARMFUL CODE OR ERROR FREE. ALL OPEN-SOURCE COMPONENTS AND OTHER THIRD-PARTY MATERIALS ARE PROVIDED "AS IS" AND ANY REPRESENTATION OR WARRANTY OF OR CONCERNING ANY OF THEM IS STRICTLY BETWEEN CUSTOMER AND THE THIRD-PARTY OWNER OF SUCH OPEN-SOURCE COMPONENTS AND THIRD-PARTY MATERIALS.
 - K. CUSTOMER AGREES THAT NO CIRCUMSTANCE CAUSING ITS EXCLUSIVE AND LIMITED REMEDIES TO FAIL IN THEIR ESSENTIAL PURPOSE SHALL INCREASE OR EXTEND ANY OF AVIAT NETWORKS' WARRANTY.

APPENDIX B: RETURN MATERIAL AUTHORIZATION SUPPORT AND TECHNICAL ASSISTANCE CENTERS

NOTE: Customer(s) will be advised to ship to the designated repair center at time of Return Material Authorization (RMA) issuance.

The contact information for these Centers do change, and we recommend that if there are any issues with contacting any of the phone numbers, fax numbers or emails below Customer should refer to the Aviat Networks' most up-to-date listing at the **AviatCare** Online Support Web Portal:

For AVIAT NETWORKS manufactured products, please contact:		
Region	Repairs, Returns & Advance Replacements	Technical Assistance
NORTH AMERICA	Phone: 1-800-227-8332 (Selecting Option 2, then 1) Direct number: 1-210-526-6345 Fax: 1-210-526-6315 E-mail: CustomerCare.Americas@aviatnet.com Online RMA Request: https://aviatcloud.com/rma_tracking.asp	Phone: 1-800-227-8332 (Option1, enter PIN, press 1 to confirm PIN, then Option 1 for TAC) Direct number: 1-210-526-6345 Fax: 1-210-526-6315 Access & LTE products Tel: 905-479-8344 Toll Free: 866-633-6669 Email: SUPPORT@RDLCOM.COM E-mail: TACAM@aviatnet.com Online Technical Assistance Request: www.aviatcloud.com
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> Network Operations Center (NOC) Phone: 877-662-7871 opt 1, 24x7 Email: noc.notifications@aviatnet.com </td> <td style="width: 50%; vertical-align: top;"> NOC Escalation Contacts Stephen Berger, Sr. Manager Phone: 210-973-4218 Email: stephen.berger@aviatnet.com </td> </tr> </table>
Network Operations Center (NOC) Phone: 877-662-7871 opt 1, 24x7 Email: noc.notifications@aviatnet.com	NOC Escalation Contacts Stephen Berger, Sr. Manager Phone: 210-973-4218 Email: stephen.berger@aviatnet.com	
ASIA PACIFIC/ CHINA/ INDIA	E-mail: CustomerCare.Asia@aviatnet.com Online RMA Request: http://support.aviatnetworks.com/frf/main.asp	Direct number: 1-210-526-6345 E-mail: tacsupport@aviatnet.com Online Technical Assistance Request: http://support.aviatnetworks.com
EUROPE, MIDDLE EAST/ AFRICA/ RUSSIA/ CIS	Direct number: 1-210-526-6345 E-mail: CustomerCare.EMEA@aviatnet.com Online RMA Request: http://support.aviatnetworks.com/frf/main.asp	Direct number: 1-210-526-6345 E-mail: tacsupport@aviatnet.com Online Technical Assistance Request: http://support.aviatnetworks.com

NOTE: In several countries, there are local contact numbers to access Technical Support services. These local numbers are only available to Customers who have **AviatCare** Support Agreements. Please contact your Support Services primary representative for more information.

APPENDIX C: DEFINITIONS

“Advance Replacement Unit” means a replacement for a defective unit that is provided to the Customer before the defective unit is received by Aviat Networks.

“Aviat Networks Repair Center” means the Aviat Networks Repair and Service Logistics Center, which provides Repair Services and/or Advance Replacement Unit for Aviat Networks Product families. The Aviat Networks Repair Center supports both in- warranty repairs and out-of-warranty services. For a full listing of these Centers, please see Appendix B.

“AWB” means Airway Bill.

“Commissioning” means that event which shall be deemed to have occurred if (a) Aviat Networks performs installation and testing when either Aviat Networks concludes site testing and turns over the equipment to the Customer or the Customer places the equipment in service; or (b) when Aviat Networks delivers the Equipment to the Customer without having an obligation to perform installation.

“Damaged Beyond Repair” means damages (whether occurring while the Product or Returned Unit(s) is in the Customer’s possession or during the shipping process and including, but not limited to, physical or corrosive damages) or a catastrophic failure (including, but not limited to, an electrical transient) that Aviat Networks cannot repair.

“DAP” means Delivered at Place.

“Documentation” means the written or electronic user instructions provided by Aviat Networks related to a Product.

“FRU” means an Aviat Networks-manufactured or provided Field Replaceable Unit, normally a hardware plug-in unit that is sent to Aviat Networks for repair or replacement.

“Hardware” means that portion of the Product made up of Field Replaceable Unit(s) that may need to be repaired or replaced.

“Licensed Materials” means, collectively, the Software and its Documentation.

“Product” means those goods, supplies, materials, articles, items, parts, components, and assemblies, including the Licensed Materials that are sold and/or licensed by Aviat Networks. Notwithstanding the foregoing, Aviat Networks may (in its sole discretion and at any time) exclude any good, supply, material, article, item, part, component and/or assembly, including the Licensed Materials, from the definition of “Product.”

“RMA” means Return Material Authorization.

“RMA Number” means Return Material Authorization number assigned for each request related to returning an FRU to Aviat Networks for replacement or repair.

“Return and Repair” means the process of sending an FRU back to Aviat Networks for repair or replacement. Aviat Networks is not obligated to provide a replacement FRU under this service level until the FRU is received at one of our regional repair centers. Once the FRU has been received, the standard turnaround time is then calculated against when Aviat Networks ships the FRU back to the Customer, not when they receive it.

“SLA” means Service Level Agreement; AviatCare Support Agreements may contain an SLA as part of the service agreement entered into between the Customer and Aviat Networks. It formally outlines the terms of the agreement and defines service level details to which Aviat Networks will perform. AviatCare SLAs do not carry any expressed warranty or guarantees.

“SOW” means Statement of Work; AviatCare Support Agreements may contain an SOW as part of the service agreement entered into between the Customer and Aviat Networks. The SOW is a document that captures and defines the work activities, deliverables, and timelines against which Aviat Networks will execute. AviatCare SOWs do not carry any expressed warranty or guarantees.

“Software” means the Aviat Networks computer programs, digital instructions and control data (including but not limited to all enhancements, modifications, extensions, parts, portions or expansions) that are provided to the Customer in executable, object code form, regardless of the form in which such programs, instructions or data is recorded and regardless of the manner by which programs, instructions or data is made available to the Customer. Software includes, without limitation, firmware associated with the Product. Software does not include source code or proprietary design information.

“TAC” means an Aviat Networks’ Technical Assistance Center.

“Technical Support” means the answers Aviat Networks gives in answering technical queries and resolving technical issues raised to the TAC Centers worldwide. Technical queries and issues can be raised by telephone, email and via the AviatCare Online Web Portal and shall receive a prompt response and be resolved according to TL9000 quality guidelines.

“Trouble Ticket” or “(TT)” means a technical issue, problem or question communicated by the Customer via the web, email or phone to Aviat Networks TAC concerning the Product installed in the Customer’s network. A Trouble Ticket represents the unique record for each call and is indexed by Customer’s name, PIN and/or keywords assigned to the call.

“TSE” means an Aviat Networks Technical Support Engineer.