

**WSCA Data Communications Equip & OEM Associated Maintenance and  
Training  
Contract AR214  
Foundry Networks Maintenance and Support Information**

For warranty information, please reference Section III, Item #10 titled "Warranties" for information regarding Foundry's official warranty terms and conditions. At Foundry, customer satisfaction is the most important aspect of our job. We are dedicated to helping you gain a competitive advantage through the delivery of high performance services.

Our service and support organization is a strategic asset for Foundry. This team of experts is led by seasoned industry veterans and fully staffed with highly knowledgeable network engineers. Our engineers have an average of 10 years of experience, and we have specialists in switching, Internet routing, security, wireless LAN, and application switching. We also train our partners on Foundry products to ensure that all technical personnel have the knowledge required to support our customers' networks. Because of this knowledge and expertise, we are able to respond and resolve customers' network issues quickly.

Foundry offers the people, processes, and tools you need to maximize network uptime, availability, and performance. Our flexible service offerings are tailored to each customer's unique and specific requirements. We offer Web-based support, remote technical support, hardware repair and replacement, and on-site service. Foundry's Web-based support gives customers easy access to critical information 24 hours a day, 365 days a year. Within the Foundry Knowledge Portal, customers can access the full library of technical documentation for maintaining their Foundry powered network, check on the status of an existing support question, and open a case with a certified and skilled support professional.

In addition to two fully staffed, highly technical call centers in San Jose, CA, and Tokyo, Japan, Foundry has technical support resources in all of its offices worldwide. In addition, Foundry has eight Centers of Excellence (CoE) locations around the world that are major customer demonstration centers, regional support hubs, and customer briefing centers. Foundry's Centers of Excellence are fully equipped to demonstrate Foundry's award-winning high performance LAN and LAN/WAN products and to support interoperability testing and hands-on training for customers. The centers allow Foundry to continue to deliver superior customer service and quality products to our growing global installed base.

We also collaborate with global service partners to deliver quality, on-site service in key regions around the world. Our partners participate in rigorous Foundry training to gain the necessary knowledge to support our diverse customer base. Foundry also maintains well-stocked parts depots in key locations around the world and a global logistics system to manage the inventory. This focus on global distribution means that we can deliver new devices to our customers quickly—regardless of where our customers are located.

Software updates enable customers to protect the investments they have made in Foundry equipment, and updates optimize network performance. Software upgrades deliver added functionality that increases the value of the Foundry equipment our customers purchase. A commitment to customer service, combined with our on-going investments in people, process, and tools are the foundation that allows Foundry to deliver high-performance service. By combining Foundry's award-winning technology, 24-x-7-x-365 high performance service, and global presence, customers can stay ahead of their competition and be assured their network investment is providing maximum availability, reliability, and performance. Above and beyond the standard warranty, Foundry offers additional contracted maintenance offerings, giving our customers flexibility and choice regarding the maintenance of their network.

Pricing for these service programs can be found in Attachment C: "Foundry WSCA Price List"

### **Titanium Service Program**

Foundry's Titanium level service programs are designed to provide you with the most comprehensive support available, both remote and onsite. It is available in key cities in the United States and around the world. WSCA entities may verify Titanium Service coverage in their location by contacting their Regional Sales Manager. The contact information for all Foundry Networks personnel located in WSCA member states is provided in Attachment K: "Foundry WSCA State Coverage".

Includes:

- Unlimited 24 X 7 X 365 live telephone/email/web access to Foundry technology experts
- Two-hour or four-hour advance hardware replacement
- Registered access to Foundry's support site
- Software updates and upgrades
- On-site repair technician
- Priority management escalation
- Quick response and resolution of your network issues
- Expert advice on Foundry-related network problems

### **Gold Service Program**

The Gold service program is designed to provide you with a full range of services. It is available in the United States and key regions around the world.

Includes:

- Unlimited 24 X 7 X 365 live telephone/email/web access to Foundry technology experts
- Registered access to Foundry's support site
- Software updates and upgrades

- Next business day advance hardware replacement
- Quick response and resolution of your network issues
- Expert advice on Foundry-related network problems

### **Silver Service Program**

The Silver service program is designed to provide you with all the tools needed to optimize network performance and uptime. It is available in the United States and key regions around the world.

Includes:

- Unlimited 24 X 7 X 365 live telephone/email/web access to Foundry technology experts
- Registered access to Foundry's support site
- Software updates and upgrades
- No charge hardware repair
- Critical information at your fingertips, 24 hours a day
- Venue for making non time-sensitive queries

### **Bronze Service Program**

The Bronze service program is designed to ensure that your equipment remains up to date. Besides providing access to Foundry's Web-based support, you also get phone/email support in the event of a network issue. It is available in the United States and key regions around the world.

Includes:

- Unlimited 5 X 9 telephone/email support, 8:30 a.m. to 5:30 p.m. local time
- Monday through Friday (excluding holidays)
- Registered access to Foundry's support site
- Software updates and upgrades
- Quick response and resolution of your network issues
- Expert advice on Foundry-related network problems

**Pricing is available at:** <https://www.foundrynet.com/secure/sales/wscs/>