



## SOFTWARE TECHNICAL SUPPORT ONLY SERVICE

These Software Technical Support Only Service terms and conditions ("Terms and Conditions") apply to any quote, order, order acknowledgment, and invoice, and any sale or provision of Software Technical Support Only Services as defined herein provided to Customer by Viavi Solutions Inc. ("Viavi"), in addition to Viavi's General Terms ("General Terms") and/or Software License Terms, which are incorporated by reference herein and are either attached hereto, available at [www.viavisolutions.com/terms](http://www.viavisolutions.com/terms) or available upon request.

### 1. PURPOSE AND SCOPE

These Terms and Conditions describe the Services that Viavi will provide to, and perform for, Customer. These Terms and Conditions apply to Services for standard Software, as defined herein, and are limited to the System configuration specified in a Statement of Work ("SOW") or other ordering document (i.e., a quote, order, order acknowledgment or invoice) which contains a description of the System. All Services and Documentation shall be provided in English.

If Viavi performs any services outside the scope of the Services — including, but not limited to, services requested by Customer in accordance with Section 4 h) (Out-Of-Scope Errors) of these Terms and Conditions — such services will be rendered at Customer's additional expense under a separate SOW; provided, however, that Viavi shall not be obligated to perform any services outside the scope of the applicable Services. Viavi's obligation under these Terms and Conditions shall solely be to undertake the agreed Services activities and not to achieve certain technical, economic, or other results.

The Services shall be governed by these Terms and Conditions, including any Annexes hereto, the quotation sent to Customer by Viavi ("Quotation"), General Terms and any valid SOW, if applicable, between the parties. These documents comprise the entire agreement between Customer and Viavi with respect to Services for the Software or Systems supported by Viavi. In case of conflict, the order of precedence is as follows: these Terms and Conditions, the General Terms, any SOW between the parties, and the Quotation.

### 2. DEFINITIONS

- a) **Acceptance** shall be defined as either (i) the date the Software is shipped to Customer if operating under a re-seller or system integrator agreement, or (ii) the date acceptance occurs as defined in an applicable SOW if Viavi is directly delivering the project and/or responsible for implementation.
- b) **Business Hours** shall be defined as 8:30 a.m. to 5:00 p.m. in the time zone of the Customers designated site and during the 5 working days per week customary for that region excluding Viavi holidays.
- c) **Customer** shall be defined as either (i) the re-seller or system integrator if one is engaged in the delivery or re-sale of the project or (ii) the end customer if Viavi is directly delivering the project and/or responsible for implementation.
- d) **Customer Contact** means an employee of Customer designated by the Customer to be the primary contact and/or a second employee designated by Customer as the backup contact. Only Customer Contacts will have access to the Services.
- e) **Defect** means a failure to materially conform to Viavi's published Documentation in effect on the date Viavi ships Customer's Software order.
- f) **Documentation** means Viavi's information manuals that (i) contain operating instructions and performance specifications for the Software and/or System; (ii) Viavi delivers to Customer with the Software and/or System; and (iii) Viavi generally makes available to all users of its Software and/or System.
- g) **Firmware** means embedded software (i) installed on tangible products, including back-up copies of such software that are delivered with such tangible products, and (ii) not referred to by Viavi with individual product numbers and line item prices.
- h) **Response** means initial contact with Customer by Viavi System Engineer following Customer's initial contact with Viavi's technical support line.
- i) **Response Time** means the measurement of the amount of time between Receipt of the Problem Report (phone or web) from Customer Contact and the time Viavi makes initial contact with customer to acknowledge receipt and notify intent to initiate problem resolution. Response time does not include hours outside coverage period.
- j) **Service or Services** means Viavi System Software Technical Support as further described in these Terms and Conditions.
- k) **Severity Level** means classification of a problem determined by Viavi personnel based upon the Customer's assessment of business impact. The three (3) Severity Levels that apply to the Services are as follows:
  - 1) **Problem Report – Critical** means conditions that severely affect the primary functionality of the System and because of the business impact to

the customer requires non-stop immediate corrective action, regardless of time of day or day of the week as viewed by a customer on discussion with the organization such as:

- System inoperability (total or partial outage),
- a reduction in the capacity capability, that is, traffic/data handling capability, such that expected loads cannot be handled,
- any loss of emergency capability (for example, emergency 911 calls), or
- safety hazard or risk of security breach.

2) **Problem Report – Major** means System is usable, but a condition exists that seriously degrades the System operation, maintenance or administration, etc., and requires attention during pre-defined standard hours to resolve the situation. The urgency is less than in critical situations because of a lesser immediate or impending effect on System performance, customers and the customer's operation and revenue such as:

- reduction in the System's capacity (but still able to handle the expected load),
- any loss of administrative or maintenance visibility of the System and/or diagnostic capability,
- repeated degradation of an essential component or function, or
- degradation of the System's ability to provide any required notification of malfunction.

3) **Problem Report – Minor** means other problems of a lesser severity than "critical" or "major" such as conditions that have little or no impairment on the function of the System.

- l) **Software** means the computer software in object code or other format that Viavi agrees to deliver or make available to Customer and licensed by Customer under an Agreement, excluding related Documentation provided to Customer or supported under these Terms and Conditions. For clarity purposes, no licenses for Software granted under these Terms and Conditions shall extend to any source code.
- m) **Software Support Period** means a period of twelve (12) consecutive calendar months commencing on either (i) the date of Acceptance of the Software, or (ii) the annual renewal thereafter.
- n) **Software Release** means a particular version of Software identified by a change in the version numbering.
- o) **Software Update** means Defect, fixes and Software enhancements on the Viavi System. A subsequent release of Software that Viavi makes, at its sole discretion, generally available to purchasers of the Services for such Software.
- p) **System** means a collection of hardware and/or software items located at one or more physical locations where all of the items are required for proper operation. No single item can function by itself. This may include third parties' products.
- q) **System Handle** means a unique reference number, assigned by Viavi to each Customer that determines entitlement to Services.
- r) **System Support Engineer or SSE** means a qualified and skilled Viavi engineer designated to assist Customer with technical support issues.

### 3. SCOPE OF SERVICES

During the Software Support Period, Viavi will provide the Services described in Section 4 of these Terms and Conditions that Viavi makes generally available to all Viavi customers. These Software Support Services include technical support for Viavi software product that has been discontinued and which no future software maintenance updates, patches, or bug fixes will be created other than what already exists at the time of the contract agreement.

## 4. TECHNICAL SUPPORT

Technical Support provides Customer access to an SSE as a single point of contact to help troubleshoot and resolve problems with the System. Such technical support will be provided remotely using telephone, the web and/or remote access.

### a) TECHNICAL SUPPORT SERVICES INCLUDE:

- Case management of Problem Reports from initiation to closure. An individual case will be assigned to each customer Problem Report with status documented, tracked and updated through closure.
- Remote problem diagnostics, troubleshooting and restoration via telephone, the web and/or remote access;
- Software troubleshooting and restoration as needed. If a problem is determined to be caused by a Software Defect, Viavi SSE will investigate availability of existing software fixes and known work arounds. No new software fixes will be created by Viavi. Viavi does not guarantee fixes or workarounds for problems that are Software Defects.
- Viavi may perform technical support services on-site upon mutual agreement between parties and at an additional fee;
- Troubleshooting up to isolation only of faulty hardware;
- Unlimited number of technical support cases;
- Problem Report logging via phone or web;
- Case management;
- Self-serve web-based system support; and
- Ticket reviews of open cases.

### b) VIAVI CONTACT

Technical Support is available to Customer through a Services contact number and the Services web interface.

### c) LOGGING A TECHNICAL SUPPORT CASE

After Customer has logged a Problem Report, Viavi will assign a SSE to the case. The SSE will be the primary Viavi person responsible for providing and coordinating the Technical Support services to Customer. The SSE will

- Receive the initial Problem Report via telephone or Online Problem Report Logging tool;
- Respond to the Customer Contact according to Response Time Criteria, described in Section 4d) Service Level
- Determine the necessary routing to troubleshoot the problem.
- Interact with various system experts and specialists within Viavi and third parties as necessary, and manage the case until final closure.

### d) SERVICE LEVEL: Technical Support Availability and Response Times

Coverage hours are listed in the time zone of the Customer's designated site. In the case where a System has no Customer designated site, the time zone shall be the time zone of the Customer Contact.

The Customer Contact may log a case using the web (<http://www.viavisolutions.com/support>), by telephone or email twenty-four (24) hours a day. Local support contact information can be found at <http://www.viavisolutions.com/en-us/services-and-support/support/technical-assistance>.

Customer shall inform Viavi of an issue by providing the information required that will assist Viavi with problem isolation and determination of the Problem Report Severity Level. Viavi reserves the right to downgrade, at any time, the assigned Severity Level (i) if the Problem Report is determined to be less severe than originally reported; (ii) as Viavi provides solutions to reduce the impact; or (iii) if Viavi is unable to effectively provide Technical Support due to Customer's failure to provide cooperation reasonably requested by Viavi.

Viavi will use commercially reasonable efforts to respond to Customer within the time frames below in time zone of the Customer contact. Viavi's Response, restoration, and resolution times are as set out below. All restoration and resolution intervals apply only to issues that do not require engineering change. For the avoidance of doubt, Viavi will not provide any bug fixes or Software updates, and if a Software defect is determined to be the root cause of a Problem Report, Viavi will use commercially reasonable efforts to recommend a work around, but does not guarantee such workaround. Problem Reports associated with Defects that do not have an existing fix will be closed following the SSE completion of best-effort work around analysis. Such times shall constitute targets only.

Restoration and resolution intervals for Software issues in 90% of cases are defined as follows:

Criteria	Interval
Critical Response	One (1) Hour
Critical Restoration	Twenty-four (24) hours <sup>1</sup>
Major Response	Four (4) Business Hours
Major Restoration	Forty-eight (48) Hours (excluding weekends and Viavi Holidays) <sup>1</sup>
Minor Response	One (1) Business Day

**Note<sup>1</sup>** - restoration times for issues requiring an engineering change (i.e. Defects that do not have an existing software fix) are not in scope of Services.

Viavi will record delays. The cases below will not be counted in elapsed time:

- Excessive delay in testing or deploying a proposed solution due to Customer resource constraints.
- Customer delay in supplying sufficient information to commence or continue problem resolution.
- Not being able to access the Customer's System to resolve a problem, either on-site or remotely.
- Problems diagnosed as a Defect that does not have an existing software fix or known work around.

### e) PROCEDURE FOR OBTAINING TECHNICAL SUPPORT ("Logging a Case")

To obtain technical support as referenced in this Section 4 from Viavi, Customer is responsible for complying with the following procedure:

- Customer's System user finds a System-related problem and reports it to the Customer Contact.
- Customer Contact takes ownership of the problem and attempts to find a timely solution, identifies the nature of the problem, including eliminating customer network and non-Viavi hardware as a possible problem cause, reproduces the error if possible and document the steps needed to do so.
- If Customer Contact is unable to resolve the problem, Customer Contact activates technical support by logging a case, using one of the Viavi Contact procedures described above to provide the System Handle, events that led up to the problem, the problem description, and Customer's assessment of business impact of the problem.
- Customer Contact describes to the SSE the parameters, procedures and conditions resulting from the problem in sufficient detail to permit the SSE to isolate the cause of the problem, and commits appropriate resources to help isolating the problem.
- Customer Contact provides the SSE with all data files, database rules and other software, together with remote access and (if Viavi requires) on-site access, reasonably believed necessary by the SSE to reproduce and analyze the problem. If the problem cannot be reproduced, no further action will be taken by Viavi.

### f) SYSTEM REMOTE ACCESS

Subject to compliance with the Customer's internal security policies, Customer agrees to provide Viavi high speed remote access to the System by a VPN to VPN or SSH-Internet connection as the basic high-speed remote connection including SecureShell, GUI transfer, File transfer and on-site, when necessary. Viavi reserves the right to increase Services costs or refuse to provide Services in the event that Customer fails to provide high speed remote access to the System in a timely manner and fails to do so prior to System installation. Customer's failure to provide high speed remote access may impact Viavi's ability to effectively troubleshoot and resolve Customer issues in a timely and efficient manner.

### g) SYSTEM CONFIGURATION DOCUMENTATION

If Viavi performed the installation, Viavi will provide Customer with Service-related information after Customer System acceptance to document system configuration. If Customer (or their agents) performed the installation, Customer shall provide Viavi with Service-related as-built configuration information, serial numbers, Software Release information, hardware platforms, operating systems, IP addresses for servers and other appropriate specifications required for Customer to engage Viavi in problem resolution.

## h) OUT-OF-SCOPE ERRORS

If Viavi believes that an error reported by Customer is outside the scope of the Services, Viavi will so notify the Customer, who may then either (i) instruct Viavi to proceed with services regarding said error at Customer's expense; or (ii) advise Viavi that Customer does not wish the error pursued, in which case Viavi may at its sole discretion, close the case and not to pursue the error without any further liability or obligation.

## 5. OPERATIONAL ASSISTANCE (OA)

In addition to the Services set out herein, Viavi offers the Viavi Operational Assistance (OA) as additional optional service. If OA is purchased by Customer, services will be performed in accordance with the terms of a Viavi Operational Assistance - Statement of Work. OA encompasses a suite of proactive services that help the Customer use, maintain and administer the System. Services may be delivered either remotely or on-site and are provided in coordination with a Customer Contact.

## 6. FIELD APPLICATION ENGINEER DAYS (FAE Days)

In addition to the Services set out herein, Viavi offers the option to purchase a predetermined number of days of Field Application Engineer (FAE) services for needs which are not covered by the included components for Software Technical Support Plans. FAE Days can be used for many different uses including these examples (non-exhaustive list):

- Custom test automation
- Expert use model consultation
- Specialized training/knowledge transfer
- Custom test case development

FAE Days require an active Support agreement and may not be used as a substitute for:

- Mainline code development/bug fix generation
- General system troubleshooting included in SW Technical Support Plans

## 7. ADVANCED DATABASE SUPPORT

- To receive Advanced Database Support from Viavi, the Customer will ensure that it has a competent database administrator to deal with basic database issues and the Customer will be responsible for procuring and managing Support services for the Oracle database itself direct from the third-party vendor.
- Viavi will provide the Customer with expert Support for the interaction between the Oracle database and the Software.
- Viavi will not provide any Support in respect of infrastructure including but not limited to local area network (LAN), data storage or server hardware.

## 8. CUSTOMER RESPONSIBILITIES

Customer will:

- Assign the Customer Contact and maintain his/her expertise and knowledge at an appropriate level to collaborate with Viavi for the Services Viavi provides under these Terms and Conditions, as well for the System administrators and users.
- Notify Viavi of any System problem in a timely manner.
- Agree with Viavi on System maintenance processes and schedule and follow routine operator and maintenance procedures as specified in the Documentation supplied with the System. For instance, perform regular System back-ups and data archiving.
- Keep on-site and make available to Viavi the original installation media for the Software in case recovery to the last backup is not possible.
- Maintain Customer developed/custom software and interfaces, and obtain support from third parties, as required, for components not included in the System.
- Ensure that the System is on a supported Software Release level.
- Maintain an up-to-date record of System changes and modifications to System.

## 9. PAYMENT

Viavi shall invoice Customer in advance of the Software Support Period at the agreed-upon rates. Customer shall make payment within thirty (30) days of the invoice date and in accordance with the General Terms. Viavi reserves the right to, upon written notice to Customer, adjust the pricing for the Services, if there is a change in System configuration or the level of Customer's Service requirements..

## 10. LIMITATIONS AND EXCLUSIONS

- New software patches, fixes and releases are not included as part of the Services.
- Data recovery services are not included as part of the Services, regardless of the cause of data loss. If Customer requests Viavi to perform data recovery, this service, if available, will be charged at Viavi's then-current rates.
- Services do not include program development, coding, isolation of coding problems, assistance to or consulting or implementation of the Customer's application on the System, customization of Viavi tools or integration of Viavi tools with customer systems.
- Services are not a substitute for any formal Customer education course. Viavi and Customer may plan and implement a training program to train Customer Contacts, System administrators and users on the current revision of the Software.
- Viavi will provide Services through its own staffing or by working with qualified third party suppliers and subcontractors, as appropriate
- Viavi will use commercially reasonable efforts to resolve problems but does not guarantee that it will be able to do so or that any resolution will be satisfactory to Customer.
- Decommissioning and disposal of system hardware is not included as part of the Services.
- Support for cases relating to integration or communication between two or more Viavi systems requires all of the systems to have a valid support contract unless agreed in advance, in writing, by Viavi.
- Viavi shall not be obligated to provide Services if Defects are caused by or related to the following:
  - Customer's mishandling, abuse, misuse, or use of the Software other than in accordance with Viavi's operating instructions;
  - use of the Software with hardware or software that was not expressly specified in writing by Viavi as suited for use with the Software;
  - changes to the Customer environment, in which the Software was provided;
  - actions or omissions of persons other than Viavi;
  - installation, maintenance, or repair of Software by someone other than Viavi, except maintenance performed by Customer if and to the extent authorized by Viavi in a duly signed writing;
  - failure to implement all Software Updates and Software Releases made available to Customer (provided, for the avoidance of doubt, Viavi is not obligated, nor will make available any new upgrades beyond what is already available at the time of this contract); or
  - Force Majeure conditions as defined in the General Terms.
- Viavi shall not be obligated to provide Services for the following:
  - Software that has been modified by someone other than Viavi, unless such modifications were directed or approved by Viavi in writing and made in strict conformance with all specifications and instructions provided by Viavi in such writing;
  - Software that Viavi modified in accordance with Customer's request, specifications, or instructions; or
  - Third-Party products.
- Viavi shall not be obligated to provide Services, except only when used with Viavi specified hardware configurations and Viavi recommended operating system, database and applied Software Updates.

## 11. LIMITED WARRANTY AND DISCLAIMER

- LIMITED WARRANTY**  
Viavi will perform Services substantially in accordance with these Terms and Conditions.

b) **EXCLUSIVE REMEDY**

If the Services materially fail to conform to the limited warranty set forth in Section 11 a) (Limited Warranty), Customer may terminate the Services in accordance with Section 12 f) (Termination for Cause) if Viavi fails to cure a non-conformance within thirty (30) days after receiving Customer's detailed request to cure the non-conformance. Termination shall not affect (i) Customer's obligations to pay for Services already performed before Viavi receives Customer's request to cure; or (ii) any other obligations of Customer under these Terms and Conditions. THE REMEDIES EXPRESSLY PROVIDED IN THIS SECTION 11 B) (EXCLUSIVE REMEDY) WILL BE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES AND SHALL BE IN LIEU OF ANY OTHER RIGHTS OR REMEDIES CUSTOMER MAY HAVE AGAINST Viavi WITH RESPECT TO A NON-CONFORMANCE OF THE SERVICES.

c) **DISCLAIMER**

EXCEPT AS SPECIFIED IN SECTION 11 A), ABOVE, (LIMITED WARRANTY) VIAVI MAKES NO EXPRESS REPRESENTATIONS OR WARRANTIES WITH REGARD TO ANY SERVICES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, Viavi DISCLAIMS ALL IMPLIED WARRANTIES, CONDITIONS, AND REPRESENTATIONS INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT, REGARDLESS OF THE LEGAL THEORY ON WHICH SUCH IMPLIED WARRANTY, CONDITION OR REPRESENTATION MAY BE BASED, INCLUDING, WITHOUT LIMITATION, CONTRACT, COURSE OF DEALING, USAGE, OR TRADE PRACTICE. CUSTOMER SHALL HAVE NO WARRANTY CLAIM UNDER SECTION 11 A) (LIMITED WARRANTY) OF THESE TERMS AND CONDITIONS, UNLESS VIAVI RECEIVES CUSTOMER'S WRITTEN REQUEST TO CURE A NON-CONFORMANCE WITHIN THIRTY (30) DAYS AFTER ITS OCCURRENCE.

## 12. TERM AND TERMINATION

- a) Viavi will provide the Services during the Software Support Period, which shall not be automatically renewed. If Customer wishes to obtain the Services beyond the initial Software Support Period or for additional Software, Customer has to submit a new order. Nothing herein obligates Viavi to accept such order for a subsequent renewal period. Rates for subsequent Software Support Periods may vary. Additional fees may apply if Customer allows the Services to lapse, and wishes to restart such Software Support Services at some future date.
- b) Either party terminate the Services by written notice, effective immediately, if the other party fails to cure any material breach of these Terms and Conditions within thirty (30) days after receiving a written notice from the non-breaching party detailing the alleged material breach.
- c) Services shall be automatically terminated with respect to Software for which the license has expired or was terminated for any reason.
- d) In case Customer has not paid its fees for the future Software Support Period before the end of the then-current Software Support Period, no further Services will be provided by Viavi. All technical support cases will be closed, except "Critical" cases submitted before the expiration of the then-current Software Support Period on which Viavi, at Viavi's discretion, will continue to work towards resolution.
- e) Customer may reinstate lapsed Services by paying all missed fees in arrears, plus any reinstatement payment as determined by Viavi.
- f) Unless Viavi validly terminates the Services for cause due to Customer's material breach of these Terms and Conditions, or such Services automatically terminate in accordance with Section 12 c) of these Terms and Conditions, Customer shall be entitled to receive a proportionate credit equal to any prepaid fees applicable to the terminated portion of the then-current Software Support Period. If Customer validly terminates the Services for cause because of Viavi's material breach of these Terms and Conditions, Customer shall be entitled to receive a proportionate credit equal to any fees applicable to the thirty (30) days immediately preceding the date of termination. Customer shall not be entitled to receive any refunds. If Viavi terminates Services due to Customer's material breach, Customer shall return Viavi's Confidential Information and other tangibles and intangibles received in connection with the Services, without retaining any copies thereof and all licenses granted to Customer under these Terms and Conditions for the Software shall be automatically revoked.

## 13. SURVIVAL

The General Terms, and Sections 9 (Payment), 11 (Limited Warranty and Disclaimer), and 12 (Term and Termination) of these Terms and Conditions shall survive any termination of Services. Customer's licenses to Software Updates shall survive only so long as Customer continues to fully comply with all provisions of these Terms and Conditions, the General Terms, and the Software License Terms.