



SYSTEM SOFTWARE MAINTENANCE AND SUPPORT SERVICES

TeraVM

These Standard 8x5 System Software Maintenance and Support Service terms and conditions ("Terms and Conditions") apply to any quote, order, order acknowledgment, and invoice, and any sale or provision of Standard TeraVM 8x5 System Software Maintenance and Support 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 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 the 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 i) (Out-Of-Scope Errors) or services required due to actions or events listed in Section 6 c) (SUIS Exclusions and Limitations) 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 and Exhibits hereto, the quotation sent to Customer by Viavi ("Quotation"), General Terms and any valid Statement of Work ("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) **Business Hours** shall be defined as 8:30 a.m. to 5:00 p.m., Monday to Friday in the time zone of the Customer's designated site and excluding Viavi holidays.
- b) **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.
- c) **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.
- d) **Defect** means a failure to materially conform to the specifications.
- e) **Field Application Engineer** or **FAE** means a qualified and skilled Viavi engineer designated to assist Customer with technical support issues.
- f) **Response** means initial contact with Customer by Viavi System Engineer following Customer's initial contact with Viavi's technical support line.
- g) **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.
- h) **Service** or **Services** means Standard 8x5 Viavi System Software Maintenance and Support Services consisting of Technical Support, and Software Update Subscription ("SUS") as further described in these Terms and Conditions.
- i) **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 – Emergency (P1) Critical** means conditions that severely affect the primary functionality of the System that:
 - block all Customer testing,
 - block all IOT or field testing, or
 - cause business impact for the Customer.

- 2) **Problem Report – Severe (P2) Major** means System is usable, but a condition exists that seriously degrades the System operation which:

- seriously impacts Customer testing,
- seriously impacts System testing,
- seriously impacts IOT or field testing, or
- seriously impacts functionality / usability.

- 3) **Problem Report – High (P3) Minor** means other problems of a lesser severity than Emergency (P1) or Severe (P2) such as conditions that have little or no impairment on the function of the System but which:

- impair Customer testing,
- impair System testing, or
- impact desired feature.

- j) **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.
- k) **Software Maintenance Period** means a period of twelve (12) consecutive calendar months commencing on either (i) the Delivery Date of the Software, or (ii) the annual renewal thereafter.
- l) **Software Release** means a particular version of Software identified by a change in the version numbering.
- m) **Software Update** means Defect fixes and Software enhancements on the System. A subsequent release of Software that Viavi makes, at its sole discretion, generally available to purchasers of the Services for such Software.
- n) **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.
- o) **System Handle** means a unique reference number, assigned by Viavi to each Customer that determines entitlement to Services.

3. SCOPE OF SERVICES

During the Software Maintenance Period, Viavi will provide the Services described in Sections 4 and 5 of these Terms and Conditions that Viavi, at its sole discretion, makes generally available to all of Viavi's customers. Viavi products which do not allow self-install of software Updates will also include Services included in Section 6.

4. TECHNICAL SUPPORT

Technical Support provides Customer access to an FAE 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 repair via telephone, the web and/or remote access;
- Software troubleshooting and repair as needed, (if a problem is determined to be caused by a Software problem and Viavi determines that it can't be resolved remotely, Viavi may perform technical support services on-site, if required and agreed upon by the parties);
- Troubleshooting up to isolation only of faulty hardware;

- Unlimited number of technical support cases to restore solution based on supported product functionality and for general questions related to configuration and operation;
- Problem Report logging via phone or web;
- Self-serve web-based system support;
- Escalation management;
- Ticket reviews of open cases; and
- Operational reviews based on the type of service level commitment purchased by Customer.

b) VIAMI 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 an FAE to the case. The FAE will be the primary Viavi person responsible for providing and coordinating the Technical Support services to Customer. The FAE will

- Receive the initial Problem Report via telephone or Online Problem Report Logging tool;
- Respond to the Customer Contact;
- Determine the necessary routing to resolve the problem;
- Interact with various system experts and specialists within Viavi and third parties as necessary, and manage the case until final problem resolution;
- Escalate the case according to the Viavi escalation process, as described below under Section 4h) - Escalation Management.

d) SERVICE LEVEL: Technical Support Availability

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 either:

- using the Viavi Wireless Problem Reporting Portal <https://portal.viavisolutions.com/wirelessupport> twenty-four (24) hours a day, or by telephone during Business Hours or
- via email. Local support contact information can be found at <https://www.viavisolutions.com/en-us/services-and-support/support/customer-service>.

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

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 FAE the parameters, procedures and conditions resulting from the problem in sufficient detail to permit the FAE to isolate the cause of the problem and commits appropriate resources to help isolate the problem.
- Customer Contact provides the FAE 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 FAE to reproduce and analyze the problem. If the problem cannot be reproduced, no further action will be taken by Viavi.

f) SYSTEM REMOTE ACCESS

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 inability 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) OPERATIONAL REVIEWS

Viavi and Customer will evaluate any open cases and/or the performance of the system at mutually agreed upon intervals. During these meetings, discussion topics may include: Case data and statistics, enhancement requests, corrective action, potential solutions and escalation distribution lists. Viavi will document and distribute meeting minutes and action items will be assigned to designated owners.

h) ESCALATION MANAGEMENT

Escalation management is a process used to address persistent or difficult problems. The escalation management process will be initiated if there is no significant progress in the problem resolution of Emergency Problems and Major problems after a reasonable period. Viavi will communicate to Customer the agreed action plan used as a guide for resolving the technical problem.

i) OUT-OF-SCOPE ERRORS

If Viavi believes that an error reported by Customer may not be due to a Defect or is otherwise 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. SOFTWARE UPDATE SUBSCRIPTION (SUS)

Software Updates will be made available as Viavi deems necessary and appropriate. Viavi may make available Software Updates in such form and format and on such media as Viavi, in its discretion, deems appropriate. Viavi is under no obligation to develop any future programs, enhancements or functionality and reserves the right not to create any Software Updates. While Viavi may market new versions of the Software as Software Releases or new products for additional consideration, nothing herein shall obligate Viavi to make available, or entitle Customer to receive, any Software Releases and/or new products. Customer may use Software Updates only to update or replace previous versions. Software Updates are covered by these Terms and Conditions, but, without limiting Section 10 c), (Disclaimer) of these Terms and Conditions, are not covered by the warranties applicable to the updated Software. Notwithstanding the foregoing, Customer's use of any Software Updates shall be subject to the infringement indemnity provisions of General Terms, and Customer's use of the Software Updates shall additionally be subject to all license limitations and restrictions contained in the Software License Terms and General Terms applicable to the updated Software. Viavi owns, retains and reserves ownership, title, and all rights and interest, including, but not limited to, all Proprietary Rights in and to the Software Updates, subject only to the limited rights that Viavi expressly grants herein. Without limiting the foregoing, Customer acknowledges that nothing herein shall constitute a sale of any Software Updates (or any Intellectual Property in and to Software Updates) including any copies and portions thereof.

a) SOFTWARE UPDATE SUBSCRIPTION SERVICES MAY INCLUDE:

- Functionality enhancements and performance improvements for Software options that Viavi has licensed the Customer to use. This does not include any new or additional Software functionality, applications or user licenses that are not covered by the Customer's existing license.
- Formal Defect fixes as required to resolve operating and other Defects in Software.

Software Updates will be made if and when available as Viavi deems necessary and appropriate.

b) NOTIFICATION

Viavi will notify Customer as Software Updates become available.

6. SOFTWARE UPDATE IMPLEMENTATION SERVICES (SUIS)

The majority of Viavi systems products are engineered to allow self-installation of software Updates with no assistance required from Viavi. For these products no specific

Update installation services will be provided, but standard troubleshooting and diagnostic support are available for any update installation-related questions. For products which do not support software Update self-installation or for isolated test purposes, Viavi will provide SUIS to address all of the activities necessary to plan, install, test and document installation of software Updates. SUIS are provided by Viavi in coordination with Customer Contact based on an implementation schedule defined and agreed between the parties.

a) DELIVERABLES

- Viavi will perform the Software Update in coordination with Customer. FAE will perform a System hardware and Software assessment prior to all Software Updates and will identify pre-requisite hardware and software. Viavi will notify Customer, in writing, if the assessment indicates that Customer is required to acquire additional hardware or software licenses.
- FAE will conduct and document a System operability assessment prior to installation of Software Updates. This assessment will be used as a post-update operability benchmark to ensure the Software Update did not negatively impact the System.
- Viavi will develop a plan for each Software Update based on Customer's System configuration and operational requirements. This plan will be documented in a detailed Method of Procedure (MoP). The MoP will provide a detailed description of the Software Update process, System requirements, Customer and Viavi roles and responsibilities, schedule, System impacts, known issues with the Software Update or process, and post update System verification tests.
- Viavi will perform the Software Update in coordination with Customer and according to the agreed upon MoP.
- SUIS shall be performed remotely or on-site at Viavi's discretion, during standard Business Hours. If Customer requests Viavi to perform SUIS during alternative hours, this will be charged at Viavi's then current rate unless mutually agreed to otherwise.
- Upon completion of the installation process, Viavi will coordinate with Customer to execute the agreed upon Viavi defined verification test and will perform and document a software configuration audit and operability assessment and provide these to Customer.

b) SUIS CUSTOMER RESPONSIBILITIES

Customer will:

- Acquire and install any additional hardware or software identified during the assessment.
- Permit access to the System for Software Update activities to be performed.
- Provide remote access, if necessary.
- Identify and provide other necessary servers and systems to be used by FAE as required in the MoP.
- Be responsible for resolving all network connectivity/communications (including firewall and latency) issues.
- If required for certain Viavi products:
 - disable all custom scripts until after the Software Update has been completed.
 - freeze network and System changes one (1) week prior to the Software Update, or as required in the MoP, and enforce this freeze until after the Software Update is complete.
 - perform back-ups of their System prior to the Software Update(s) and make these backups available to FAE for emergency recovery as necessary.

c) SUIS EXCLUSIONS AND LIMITATIONS

SUIS DOES NOT INCLUDE:

- New hardware or hardware installation or the installation of new software or applications that are not already part of the Customer's existing System or installation of applications developed by the Customer for the System.
- Installation of Customer software scripts and customized software.
- Services for installing, decommissioning, relocating or removal of Customer equipment even if it is integrated as part of the SUIS upgrade. These services can be provided and coordinated with the SUIS activity but must be purchased separately.

7. CUSTOMER RESPONSIBILITIES

Customer will:

- a) 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.

- b) Notify Viavi of any System problem in a timely manner.
- c) 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.
- d) 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.
- e) Maintain Customer developed/custom software and interfaces, and obtain support from third parties, as required, for components not included in the System.
- f) Ensure that the System is on a supported Software Release level, update the System as soon as possible when new software Updates and Software Releases are available and before the currently installed Software Release is out of support.
- g) Maintain an up-to-date record of System changes, such as Software, Defect fixes and modifications to System.
- h) Participate in operational review meetings, as necessary.

8. PAYMENT

Viavi shall invoice Customer in advance of the Software Maintenance 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.

9. LIMITATIONS AND EXCLUSIONS

- a) 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.
- b) Training may be provided as part of the Services for certain Viavi Systems at Viavi's discretion, but 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.
- c) Viavi will provide Services through its own staffing or by working with qualified third-party suppliers and subcontractors, as appropriate.
- d) 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.
- e) Decommissioning and disposal of system hardware is not included as part of the Services.
- f) 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.
- g) Viavi shall not be obligated to provide Services if Defects are caused by or related to the following:

- (i) Customer's mishandling, abuse, misuse, or use of the Software other than in accordance with Viavi's operating instructions;
- (ii) use of the Software with hardware or software that was not expressly specified in writing by Viavi as suited for use with the Software;
- (iii) changes to the Customer environment, in which the Software was provided;
- (iv) actions or omissions of persons other than Viavi;
- (v) 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;
- (vi) failure to implement all Software Updates, Software Releases, and other new upgrades of the Software made available to Customer (provided, for the avoidance of doubt, that Viavi is not obligated to make available any minimum number of such new upgrades); or
- (vii) Force Majeure conditions as defined in the General Terms.

- i) Viavi shall not be obligated to provide Services for the following:

- (i) 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;

- (ii) Software that Viavi or a third party modified in accordance with Customer's request, specifications, or instructions; or
 - (iii) Third-party products unless agreed in advance, in writing, by Viavi.
- j) Viavi shall not be obligated to provide Services, except for the (i) most recent (Major or Minor) Software Release and (ii) immediately preceding (Major or Minor) Software Release for a period of two (2) months following the issuance of the next Major or Minor Software Release (unless agreed in advance, in writing, by Viavi), and only when used with Viavi specified hardware configurations and Viavi recommended operating system, database and applied Software Updates. Viavi shall have no obligation to provide Services for any Software that has been superseded by a current release more than two (2) months prior to the then-current date (unless agreed in advance, in writing, by Viavi).

10. LIMITED WARRANTY AND DISCLAIMER

- a) **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 10 a) (Limited Warranty), Customer may terminate the Services in accordance with Section 11 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 10 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 VIABI WITH RESPECT TO A NON-CONFORMANCE OF THE SERVICES.**
- c) **DISCLAIMER**
EXCEPT AS SPECIFIED IN SECTION 10 A), ABOVE, (LIMITED WARRANTY) VIABI MAKES NO EXPRESS REPRESENTATIONS OR WARRANTIES WITH REGARD TO ANY SERVICES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, VIABI 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 10 A) (LIMITED WARRANTY) OF THESE TERMS AND CONDITIONS, UNLESS VIABI RECEIVES CUSTOMER'S WRITTEN REQUEST TO CURE A NON-CONFORMANCE WITHIN THIRTY (30) DAYS AFTER ITS OCCURRENCE.

11. TERM AND TERMINATION

- a) Viavi will provide the Services during the Software Maintenance Period, which shall not be automatically renewed. If Customer wishes to obtain the Services beyond the initial Software Maintenance Period or for additional Software, Customer is required to submit a new order. Nothing herein obligates Viavi to accept such order for a subsequent renewal period. Rates for subsequent Software Maintenance Periods may vary. Additional fees may apply if Customer allows the Services to lapse and wishes to restart such Software Maintenance Services at some future date.
- b) Either party may 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 Maintenance Period before the end of the then-current Software Maintenance 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 Maintenance 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 payment as determined by Viavi or, that Viavi requires, to update Customer installation to current Software Release.
- 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 11 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 Maintenance 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 to Viavi all Software Updates, 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 Updates shall be automatically revoked.

12. SURVIVAL

The General Terms, and Sections 8 (Payment), 10 (Limited Warranty and Disclaimer), and 11 (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.