



## PACKETPORTAL™ CARE SERVICES (Premium 24x7)

These Premium 24x7 PacketPortal™ Care Services terms and conditions ("Terms and Conditions") apply to any quote, order, order acknowledgment, and invoice, and any sale or provision of Premium 24x7 PacketPortal Care 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 i) (Other Errors) or services required due to actions or events listed in Section 9 (Limitations and Exclusions) 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) **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 Viavi's published Documentation in effect on the date Viavi ships Customer's Software order.
- e) **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.
- f) **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. Viavi does not provide Services for Firmware.
- g) **Response** means initial contact with Customer by Viavi System Engineer following Customer's initial contact with Viavi's technical support line.
- h) **Service or Services** means Premium 24x7 Viavi PacketPortal Care 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 – 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.

- j) **Software** means the computer software in object code, source code, or other format that Viavi agrees to deliver or make available to Customer and licensed by Customer under an Agreement, excluding Firmware and 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 Pack** means a bundle of patches providing fixes for Defects in the Software.

- l) **Software Maintenance 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.

- m) **Software Release** means a particular version of Software identified by a change in the version numbering. Viavi utilizes a four digit numbering system that includes "Major", "Minor", "Maintenance" and "Patch" Releases. For clarification purposes the nomenclature is AA.BB.CC.DD where "AA" represents a Major release defined as new or significant product functionality and may related to changes in ASIC support, "BB" represents a Minor release or software changes only, "CC" represents Maintenance releases, and "DD" represents interim Patch releases.

- n) **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.

- o) **System** means the PacketPortal components licensed by Viavi and Software supported under these Terms and Conditions. The PacketPortal Software components include the Packet Routing Engines (PRE), Packet Delivery Gateways (PDG), System Manager (SM) and Virtual NIC (VNIC) components. For clarity purposes, System **does not** include the SFProbe™ IPD transceiver or the SFP Programmer/"black box".

- p) **System Handle** means a unique reference number, assigned by Viavi to each Customer that determines entitlement to Services.

- q) **System 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 Maintenance Period, Viavi will provide the Services described in Sections 4, 5 and 6 of these Terms and Conditions that Viavi, at its sole discretion, makes generally available to all of Viavi's PacketPortal Software customers.

#### 4. TECHNICAL SUPPORT

Technical Support provides Customer access to a 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.

Critical (restoration)	24 hours (excluding weekends)
Major (resolution)	50 days
Minor	See Note <sup>1</sup> below

##### a) TECHNICAL SUPPORT SERVICES INCLUDE:

- 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 functionality and for general questions related to configuration and operation;
- Case logging via phone or web;
- Case management until final resolution;
- Self-serve web-based system support;
- Escalation management;
- Monthly ticket reviews of open cases; and
- Operational reviews based on the type of service level commitment purchased by Customer.

##### b) Viavi CONTACT

Technical Support is available to Customer through a Services contact number and the Services web interface. Once Customer has logged a case, 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 take the initial support case and then determine the necessary routing to resolve the problem. The SSE will interact with various representatives within Viavi and third parties, as necessary, and manage the case until final problem resolution. Problems will be escalated according to the Viavi escalation process, as described in Section 4 h) - Escalation Management.

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

(i) 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. Response time is measured from the time Viavi receives the case (phone or web) from Customer Contact to the time Viavi returns an acknowledgement to the Customer Contact to initiate problem resolution. Response time does not include hours outside coverage period.

The Customer Contact may log a case using the web (<http://www.viavisolutions.com/support>) or by telephone twenty-four (24) hours a day, in the time zone of the Customer Contact excluding Viavi holidays, or via email. Local support contact information can be found at <http://www.viavisolutions.com/contacts>.

(ii) Response Times: Customer shall inform Viavi of a 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.

Viavi will use commercially reasonable efforts to respond to Customer within two (2) hours. Viavi's Response and resolution times for Software are as set out below. Such response and resolution times shall constitute targets only.

Restoration and resolution intervals for Software issues in 95% of cases are defined as follows:

Criteria	Premium 24x7
Response	2 hours

**Note<sup>1</sup>** - Viavi will use commercially reasonable efforts to resolve Minor issues that do not require an engineering change (i.e., a change to the Software or Documentation) within 180 days. Minor issues requiring an engineering change will be added to a Defects register and periodically reviewed as candidate fixes in future release plans. Viavi's support policy does not commit to resolving any Minor issues that require an engineering change.

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.
- If, with the Customer's agreement
  - (1) a fix is deferred to a later patch, Software Maintenance Pack or Software Release; or
  - (2) a temporary fix is in place, the time to deliver the permanent fix is not included.

##### d) 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, determined the events that led up to the problem, describes the problem and Customer's assessment of business impact.
- 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.

##### e) SYSTEM 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 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.

##### f) OPERATIONAL REVIEWS

Viavi and Customer will meet as needed. During these meetings, Viavi will report on support calls, corrective action, potential solutions and escalation distribution lists as potential discussion topics. Viavi will document and distribute meeting minutes and action items, if any, from the meeting will be assigned to designated owners.

##### 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) **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 after eight (8) business hours for Critical problems and thirteen (13) business days for Major problems. Viavi will communicate to Customer the agreed action plan used as a guide for resolving the technical problem.

#### i) **OTHER 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 possible 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. **ROOT CAUSE ANALYSIS**

Viavi will provide a written Root Cause Analysis for Viavi problems that result in any Critical outage beyond twenty four (24) continuous hours. The Root Cause Analysis will include:

- Written report with problem statement, chronology of events, and identification of hardware and Software, process, and/or people problems that caused the outage or delayed resolution.
- Root cause as determined by Viavi support management and technical staff.
- Plan of action to prevent recurrence of the Root Cause.

Root Cause Analysis DOES NOT include:

- Problems caused by Customer including Customer's third party vendors.
- Responding to requests for details that would not change the conclusion or the action(s) that need(s) to be taken.

### 6. **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; if Customer installs a Software Update, Customer will no longer have a license to the previous version(s) and must discontinue use of such previous version(s). 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.
- Updates to third party vendors' software, when provided by Viavi, except where a separate agreement exists between Customer and the third party software vendor.
- Formal Defect fixes as required to resolve operating and other Defects in Software.
- Documentation detailing Software Update functionalities and their impact on Customer's System.

#### b) **NOTIFICATION**

Viavi will notify Customer as Software Updates become available.

#### c) **DOCUMENTATION**

Viavi will provide Customer with one (1) copy of the appropriate Documentation for the Software Updates. Viavi will provide applicable release notes on media of its choice, which may include information on product changes through Software Updates, product modifications or general support information, as well as special advice that relates to the Software Updates.

### 7. **PAYMENT**

Viavi shall invoice Customer in advance of the Software Maintenance Period at Viavi's then-current standard rates, which are available on request. 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 PacketPortal Care Services requirements.

### 8. **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 Maintenance Packs 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.

### 9. **LIMITATIONS AND EXCLUSIONS**

a) Viavi Documentation shall define supported operating systems, system requirements and hardware requirements for each Software Release and these shall be documented in Viavi PacketPortal documentation supplied with each Software Release.

b) 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.

c) 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.

d) 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.

e) Viavi will provide Services through its own staffing or by working with qualified third party suppliers and subcontractors, as appropriate.

f) 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.

- g) Decommissioning and disposal of system hardware is not included as part of the Services.
- h) 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.
- i) 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.
- j) 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 modified in accordance with Customer's request, specifications, or instructions; or
  - (iii) third party products.
- k) 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 twelve (12) months following the issuance of the next Major or Minor Software Release; Viavi shall have no obligation to provide Services for any Software that has been superseded by a current release more than twelve (12) months prior to the then-current date.

## 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 10 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) (LIMITED WARRANTY) OF THESE TERMS AND CONDITIONS, 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 has 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 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 7 (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.