

Ruckus Technical Support

Description of Technical Support Programs

Under the terms of each of Ruckus' Technical Support Programs, Ruckus' worldwide team of Technical Support Engineers and administrative support personnel will assist our customers with software and hardware problem resolution. Here are the key elements Ruckus' Technical support Programs:

- Support by Ruckus Technical Support Engineers
- Self-support via the Ruckus Support Web
- Software updates
- Hardware Repair/Replacement

Support by Ruckus Technical Support Engineers

Technical support from a Ruckus Technical Support Engineer is available via phone or e-mail. Telephone Support is provided to customers who purchased either Partner Premium Support (908) or End User Premium Support (904). The Support Hotline number will be provided by email to the purchaser of the Ruckus Support contract. Check the Support Purchase Acknowledge letter which you will receive after Ruckus has processed your Support purchase. Telephone calls are answered by a customer service agent who collects initial information and assesses the urgency of the situation.

Email Address

support@ruckuswireless.com

Self-support via the Ruckus Support Web

The Ruckus Support Web is <http://support.ruckuswireless.com>. This site contains a comprehensive set of information including product manuals, technical documents, software updates, and software upgrades. Some of this information is publicly available but some of the content is available only to registered users. Web registration is described in "Web Procedures". Only the customers with Premium Support (Partner Premium or End User Premium) are allowed to register. Registered users will be proactively notified via e-mail when new content is posted on the Ruckus Support Web such as new software releases, technical publications, etc.

Software Updates

Bug Fix and Maintenance releases, and accompanying documentation are available via the Ruckus Support Web and/or Ruckus FTP Servers. Software Updates are not the same as the Software Upgrades. See Appendix B for the description of the Software Upgrades.

Hardware Repair/Replacement

Advance Replacement/ Return To Factory (RTF) service

Technical support from a Ruckus Technical Support Engineer is available via phone or e-mail. Telephone Support is provided to Customers who purchased either Partner Support or End User Support. Telephone calls are answered by a customer service agent who collects initial information and assesses the urgency of the situation. After-hours (7 p.m. to 7 a.m. Pacific Standard Time) telephone calls are forwarded to an English-speaking answering service, and a Ruckus Technical Support Engineer will respond within 30 minutes from receipt of the call.

Hardware field replaceable units (FRUs) covered by the Premium Support are replaced in advance in the event of a hardware failure. FRUs covered by Warranty Support must be returned to Ruckus for repair or replacement. All returns must be authorized and assigned Return Materials Authorization (RMA) numbers in advance by a Ruckus Technical Support Engineer. To begin the RMA process, contact Ruckus Technical support via phone or e-mail. Be prepared to provide serial number(s) and a description of the problem.

Advance replacement for Premium Support

- Premium Support (within North America): Advance replacement units are shipped out within one (1) business day Monday through Friday PST.
- Premium Support (outside of North America): Advance replacement units are shipped out within two (2) business days Monday through Friday PST. Delivery times will vary and additional shipment days shall be added into the repair time for transit to and from U.S.



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- The customer must ship failed unit(s) to Ruckus within fifteen (15) calendar days from the date of receipt of replacement product(s). Ruckus reserves the right to bill for units not shipped within this time.
- Shipping charges are paid both ways by Ruckus.
- Replacement units are shipped from the Ruckus Regional Warehouses.
 - Sunnyvale, USA; Long Beach, USA; Amsterdam, Netherlands; Hong Kong, Singapore

RTF Service for Warranty Support

- Ruckus reserves option to repair or replace the returned unit within 15 calendar days from the date of receipt. The unit replaced may be either refurbished or new at the option of Ruckus.
- Customer is responsible for shipping charges from customer to Ruckus. Charges for shipping the repaired unit back to the customer are paid by Ruckus.

Warranty Support

Ruckus offers an End-User warranty for all Ruckus hardware and software products. The warranty states that Ruckus products conform in all material respects in normal use to their specifications. Refer to the Ruckus Limited Warranty Statement for the details.

Ruckus provides Standard Limited Warranty for MediaFlex, MetroFlex, and ZoneFlex Outdoor Access Points, and Limited Lifetime Warranty for ZoneFlex Indoor Access Points. Warranty coverage starts the date the product is shipped from manufacturing facilities of Ruckus.

Ruckus offers advance replacement for hardware repairs within the first 90 days following shipment. For the balance of the warranty period, hardware repairs are done on a return-to-factory basis.

The warranty offering consists of:

- Self-support via the Ruckus Support Web
- Software updates
- Advance replacement for hardware failures for the first 90 days

Refer to Appendix A for the Warranty Guidelines. Customers must purchase Ruckus Support Program to receive Technical Support.

Product Registration

Register Ruckus products for the End User Warranty entitlement validation. You can register Ruckus Product serial numbers at <http://support.ruckuswireless.com/register>.

Product Registration does not grant the Technical Support entitlement to customers who register their Ruckus products. Ruckus Partners can register product serial numbers before they ship the Ruckus products to their End User Customers. In such a case, Ruckus Partners shall provide the End User Customer details during the Product Registration process.

Product Registration and Support Customer Registration described in Web Procedures are two separate and unrelated procedures and serve different purposes. All Ruckus Support Customers shall register their products for the support entitlement verifications.

Web Procedures

Support Customer Registration

Web registration is required to obtain many forms of Ruckus technical information and to obtain software upgrades. To register, go to <http://support.ruckuswireless.com/users/new>, and follow the instructions. A customer must specify a valid company name and a contact name in order for their registration to be approved. Registered users will receive a login to the Ruckus Support Web site immediately. If the registration process fails for the reason provided on the registration page, follow the instruction given with the failure message. Ruckus Customer Service representative will respond within one business day. Support Customer Registration is only for customers who purchased Ruckus Partner Premium, End User Premium, or Software Upgrade Support Program.

Terms and Conditions

Ruckus provides technical support by Ruckus Technical Support Engineers, self-support via the Ruckus Support Web, software updates, and hardware support to purchaser of Technical Support Programs under the following terms and conditions:

- The term for subscriptions is twelve (12) months. Coverage commences immediately following the purchase of the support program.
- Customers who subscribe to any Technical support Program must purchase support programs for all Ruckus products they have purchased.
- The Ruckus Support Web and Ruckus FTP Server are the distribution vehicles for software releases.
- For Premium Support, defective hardware is replaced via advance replacement. Prior authorization is required from a Ruckus Technical Support Engineer.
 - The customer must ship failed unit(s) to Ruckus within fifteen (15) calendar days from the date of receipt of replacement product(s).

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- The replacement unit may be refurbished or new at the option of Ruckus.
- Ruckus reserves the right to bill for units not shipped within this time.
- For Warranty Support, defective hardware is repaired or replaced on a return-to-factory basis.
 - For return-to-factory repairs, Ruckus will ship a repaired or replacement unit within 15 calendar days of receipt of the failed unit.
 - The replacement unit may be refurbished or new at the option of Ruckus.
 - The customer is responsible for shipping charges of the failed unit back to Ruckus.
- Do not return any hardware until you have received a RMA number. Ruckus reserves the right to refuse shipments that do not have a RMA number. Refused shipments will be returned to the shipper via collect freight.

Appendix A Warranty Guidelines

Steps to Take First:

Consult the product documentation to verify the product is installed and setup correctly. Often product functionality is impacted by a change in the environment that occurs without your knowledge.

Make sure you have the latest version of software installed for your product. The symptoms you are experiencing may be known issues, resolved by updating your software to the latest revision available. The latest software release is available to support contract holders on the Ruckus Wireless support website at <http://support.ruckuswireless.com>.

Making a Software Claim

If the software is still not performing to specifications, please prepare the following information:

1. Product name, product number, and product serial number
2. Software revision
3. Environment in which product is installed
4. Description of product issue
5. When and how often issues occur
6. Detailed explanation of steps taken to mitigate issue

Then contact your reseller, if your reseller is providing support on the product. If your reseller is not a support provider, you may contact Ruckus Wireless directly. Please note that software is not eligible for replacement.

Making a Hardware Claim

If the product is still not performing to specifications, please prepare the following information:

1. Product name, product number, and product serial number
2. Software revision
3. Environment in which product is installed
4. Description of product issue
5. When and how often issues occur
6. Detailed explanation of steps taken to mitigate issue

Then, contact your reseller if your reseller is providing support on the product. If your reseller is not a support provider, you may contact Ruckus Wireless directly.

A Hardware Warranty Claim

If a product is not performing appropriately under warranty, Ruckus Wireless will ask you or your support provider to return the product, and will either repair it, send you a replacement product, or send you a comparable product.

To initiate this process, you'll need to get a Return Materials Authorization (RMA) number. Ruckus Wireless will issue this number to you or your support provider if we determine the product requires warranty coverage. You can obtain the RMA number via an e-mail request; the RMA number will be provided to you within two business days of your request.

You then need to return the product to Ruckus Wireless as instructed. If you hold a Premium Support Contract, we'll send you a replacement or comparable product immediately, without waiting for the return. If you do not hold a Premium Support Contract, we require that you send us the product requiring coverage first, before we send you a replacement product. Regardless, your product should be returned within 15 calendar days of receipt of the RMA.

Your Hardware Replacement Product

If Ruckus Wireless provides a repaired or replacement product, the warranty period is that which was remaining under the original product purchase. For example, if the original product had 45 days remaining, the replacement would be covered for 45 days. The replacement product will be shipped from Ruckus within three business days.

Hardware Warranty Coverage

Please note that warranty coverage does not extend to power surges, lightning strikes, electrical outages, modifications to the product, or mishandling/misuse. Please review the warranty

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statement that accompanied your product or your purchase order for more specific coverage information. If you return a product for warranty repair and the cause is ineligible for coverage, you will be notified and billed for freight as well as any subsequent activity, should you choose to pursue the repair or replacement.

If you remove Ruckus Wireless products from the country in which you made the original purchase, please note that wireless products require certification to be used in most countries of the world. Your warranty coverage is offered only within the country of original purchase; further, you are responsible for ensuring compliance with any country certification requirements.

Please note that warranty coverage is non-transferable and applies only to the original end-user customer who purchased the Ruckus Wireless product.

Appendix B Technical Support Request Procedures

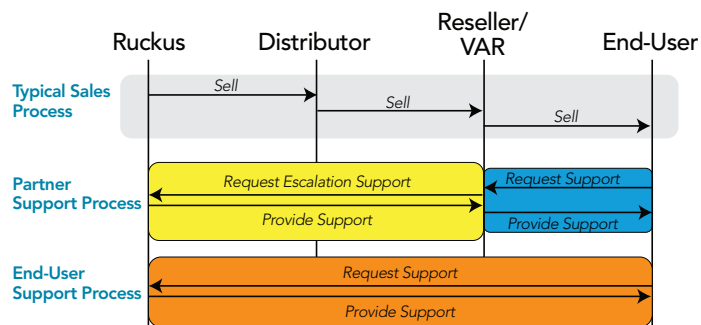
Technical Support Program Summary

SUPPORT PACKAGE	Partner Support Program	End User Support Program	Software Upgrade
	Premium	Premium	No
Level 1-2 Phone Support	No	"24x7" 24 hour x 365 days	No
Level 3 Phone Support	"24x7" 24 hour x 365 days	"24x7" 24 hour x 365 days	No
E-mail, Web, Forum Support	Yes	Yes	No
Hardware	Advance Replacement	Advance Replacement	No
Software Upgrades	Yes	Yes	Yes

- Partner Support Program (a.k.a. Big Dog Partner Support):** This Support Program is designed for the Ruckus Partners with qualified technical support personnel for Ruckus ZoneFlex Product Support. The Partners provide the Level 1 and the Level 2 support and Ruckus provides the Level 3 support to the Partners. Ruckus Technical Support Engineers will redirect all support requests including RMA requests from End User Customers of the Partners with Partner Support Program to the corresponding Partners.
- End User Support Program (a.k.a. Big Dog End User Support):** This Support Program is designed for the Ruckus End User Customers who want to receive the technical support directly from Ruckus. Ruckus provides Level 1 through Level 3 support to End Customers.
- Software Upgrade:** This Support Program is designed for the Ruckus Partners and the End User Customers who do not require any Telephone Technical Support or Advance

Hardware Replacement Support, but wish to obtain Major or Significant Feature Enhancement Software Upgrades if available during the Support subscription period.

The following is the pictorial representation of the Support Flow:



Appendix C End of Life (EOL) Policies

Note: This policy only applies to customers with valid Technical Support or Distributor/Reseller contract. Otherwise, the Ruckus Limited Lifetime Warranty applies.

Standard Hardware EOL Policy

- Ruckus will send an EOL notification to customers to give them an opportunity for last-time buys.
- End of sale (EOS) date will be 6 months after EOL notification. At End of sale date, discontinued products are removed from the price list and are no longer available for purchase.
- Last ship date will be 6 months after End of sale date. Customers purchasing products on End of sale date must take Ruckus internal shipping processing time into consideration for final ship date.
- Last advance replacement for discontinued products will be 24 months after EOL notification. The replacement units after EOS will be products of a like-kind.
- Last repair/replace date for discontinued products will be 60 months after EOL notification. The replacement units after EOS will be products of a like-kind.

Standard Software EOL Policy

ZoneFlex Product software releases are supported for up to twelve (12) months following their initial release or two (2) subsequent releases of such software, whichever occurs first. At this point, the software reaches its end of development (EOD) date and is no longer actively supported by Engineering. Update releases (e.g. service, maintenance, patch) will no longer be created for major software releases that have reached the EOD milestone.

All software releases are supported by Ruckus support on a limited basis for up to an additional six (6) months or two (2) subsequent releases, whichever occurs first, after EOD. At this point, the software reaches its end of life/support (EOL/EOS)

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date. During the period of time between EOD and EOS, Ruckus support will continue to investigate, troubleshoot, and characterize issues in an attempt to provide solutions and workarounds. If a solution cannot be found using software that has reached EOD date, Ruckus will require that the system be updated with a more recent software release. After a software release reaches EOL/ EOS date, Ruckus will provide support only on a commercially reasonable effort.

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