



GLOBAL WARRANTY STANDARDS

STANDARD HARDWARE & SOFTWARE WARRANTY AND AVIATCARE PROGRAMS

GLOBAL WARRANTY PROGRAM

Aviat Networks provides industry-leading warranty coverage for all Aviat Networks' products we sell. This includes 24x7 access to the Aviat Networks online Technical Support website, remote access to the regional Technical Assistance Centers, and support from the global network of Product Repair Centers. A strong warranty program is an integral part of Aviat Networks total solutions approach to deliver unsurpassed expertise and exceptional value to our telecommunication customers. This is reflected in our focus on ensuring not only solid warranty coverage on Aviat Networks products but also any OEM products that are included in your total solution from Aviat Networks.

STANDARD WARRANTY PERIODS

Aviat Networks warranty periods vary by the type of product being provided and the region of the world in which the product is being deployed. In the United States, Canada and the Caribbean, the standard hardware warranty on the equipment is 24 months from ship date or 36 months if the installation is performed by Aviat Networks. For the rest of the world, the standard hardware warranty for the equipment is 15 months from ship date or 27 months if the installation is performed by Aviat Networks.

In addition, Aviat Networks also offers a standard software warranty of 90 days on software integrated with Aviat products and a number of standalone software products (such as ProVision).

Aviat Networks recommends that you check with your sales representative to understand better what warranty period is associated with the solution you are looking at from Aviat Networks.

GLOBAL WARRANTY COVERAGE

The standard warranty period begins from the date the product is shipped out to the customer. From that date until the standard hardware warranty period ends, Aviat Networks will replace or repair, at our option, any failed equipment that is returned to one of our identified regional repair centers. In addition to repair services, Aviat Networks provides access during normal business hours to our award winning Technical Assistance Centers and the resources available in those centers for remote technical support.

Aviat standard software warranty provides customers with access to the latest software maintenance release (also referred to as Updates) applicable for their current release of software. Access to this software update is for duration from the ship date until the standard software warranty ends.

Additionally, under our standard warranty program, a customer has 24x7 access to the AviatCare Online Customer Support site. Customers can open cases, request Return Material Authorizations (RMA), track orders, and access our knowledge base built from years of experience addressing technical issues raised by our customers.

For more information on the Standard Warranty policies and our support commitments, please speak with your local Aviat Networks sales representative. As a customer of Aviat Networks, you can find out more about our support policies at our support website:

<http://support.aviatnetworks.com/>

AVIATCARE - ENHANCING AND EXTENDING YOUR WARRANTY COVERAGE



Aviat Networks offers a comprehensive suite of support services that complement our standard warranty coverage or provide extended maintenance and support well after the warranty expires. These services fall under our AviatCare program. As the AviatCare name implies, Aviat Networks' careful commitment is to work with you as our customer in order to promote reliability and ensure availability of your network by leveraging a suite of services that bring a much higher level of prioritization, personalization and ultimately protection to your operational environment.

AVIATCARE PROTECT



AviatCare Networks understands that each of our customers is unique and requires a diverse suite of services to support their operations. As a result, we offer the following support levels:

Extended Warranty Program

Aviat Networks will extend the standard hardware warranty coverage timeframe. Customers receive the same level of support provided under the original Standard Hardware Warranty coverage. Technical support will change from standard 8x5 to 7x24x365 Priority Technical Support.

WarrantyPlus Program

Customers requiring a higher level of support beyond our Extended Warranty program can opt for the WarrantyPlus Program. This provides customers with the additional benefit of Repair Logistics, & Advance Replacement.

Software Support Program

Following the Standard Software Warranty period, Customer's must purchase one of the Software Support service levels (Plus, Preferred, Premium) in order to get access to technical support and software Updates (maintenance releases) or Upgrades (next main release) for their software integrated with the Aviat products.

AVIATCARE MAINTAIN



The AviatCare Maintain portfolio of services is our most expansive suite of services focused on assisting a customer maintaining their network at its peak of performance. These services go beyond the reactive services of Repair and Technical Support that primarily make up the AviatCare Protect portfolio. In this portfolio you will find a range of more proactive and preventative based service offerings which build on and enhance the services outlined under the AviatCare Protect portfolio.

With AviatCare Maintain we add in a number of value-add services which not only focus on protecting your investment but also ensuring it maintains the high level of efficiency it was originally implemented with. These proactive services include Software Installation, Performance Management, Performance Optimization & Consulting, , Managed Network Services including remote network monitoring, Preventative and Corrective Maintenance, and Spares Parts Management.

Please speak with your local Aviat Networks sales representative about which support services might be right for you.

Additional information can be found on our AviatCare datasheet or at <http://support.aviatnetworks.com/>

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