![Infinera]

SUPPORT, WARRANTIES, AND SUBSCRIPTIONS

OPTIMAL NETWORK PERFORMANCE BACKED BY SUPPORT YOU CAN RELY ON

Rest easy knowing your Infinera network equipment and software are warrantied, supported, and up to date.

When you entrust Infinera Services to support your critical network operations, you gain a true strategic business partner. At Infinera, we don't just stand by our products and services. We go further by making an uncommon commitment to your ultimate success.

Rapid and efficient resolution of issues is our inherent operational baseline, but our commitment starts even sooner. We can proactively monitor your network's performance and recommend measures to ensure its optimal operation and avoid issues wherever possible. If incidents do occur, we will investigate until we identify the root cause of failure. Our goal is to not only quickly resolve the problem, but also help you mitigate further encounters. You can feel confident in knowing that our optical experts will be there for you and beside you, wherever and whenever you need us.

Technical Assistance Center (TAC) Support Service

Infinera's TAC Support Service enables you to access 24x7x365 global support for the ultimate peace of mind. Staffed by experienced engineers and product specialists, the TAC will be your single point of contact for expert troubleshooting, isolating, diagnosing, and resolving all technical issues related to the successful operation and maintenance of your optical network.

TAC Support Service includes comprehensive case management, rapid simulation and diagnostics, full back office data support, and instant online access.

When you are backed by Infinera's TAC Support Service, you can rest easy knowing incidents will be swiftly managed using a rigorous, analytics-driven approach. Our TAC team is comprised of support professionals with long tenures at Infinera and rock-solid experience managing various incidents for multiple customers. Our incident handling framework includes assignment of all cases to a dedicated TAC engineer, tracking via a secure web-based customer relationship management (CRM) platform, and a well-defined escalation process. For you, this means you will enjoy a concierge level of personalized

TAC SUPPORT SERVICES

Features	Benefits
Comprehensive Case Management	• Your case is managed from start to finish by a dedicated senior Infinera TAC engineer • Self-manage incidents by logging into the customer web portal to create, view, modify, and even escalate cases
Rapid Simulation and Diagnostics	• Infinera's global network simulation labs support live incident duplication, configuration troubleshooting, and testing of your specific scenarios • Data can be captured directly from your network via secure virtual private network (VPN) access • You'll have easy access to resources like software tools, service bulletins, and other alerts using our File Transfer Protocol (FTP) server
Full Back-office Data Support	• We maintain current info about your network and your products, enabling us to deliver rapid and responsive troubleshooting and services
Instant Online Access	• Your TAC support service includes login privileges to our secure web portal and FTP server • You gain access to important information about your products, licenses, and subscriptions • Download product guides, upload system logs for troubleshooting, and create and manage incident reports

service and our deeply ingrained commitment to customer success. Infinera's TAC Support Service features:

• Annual contract
• 24x7x365 global support by phone, email, and customer portal
• Dedicated senior engineering support
• Rapid response and resolution

Infinera Warranty Program

Your satisfaction and success with our hardware and software is our highest priority. Our comprehensive warranty program provides automatic protection on new purchases, as well as optional extended coverage.

If you experience any problems with Infinera products during your warranty period, you can rely on our senior engineering experts to troubleshoot, isolate, diagnose, and resolve your issues promptly and efficiently. You will also have access to our customer web portal, where you will find detailed product information and a support community.

Hardware Standard Warranty

Your newly purchased Infinera hardware is automatically protected for defects in design, material, and workmanship under our standard warranty for a period of two years from the date of product shipment for most products.[*] Should your equipment fail during the warranty period, just contact the TAC and we will promptly arrange expedited shipping of your defective module to our testing and repair center. We will perform a comprehensive failure analysis. Within 30 days, you will receive either the repaired module or its replacement, along with a detailed report pinpointing what went wrong and why. Hardware standard warranty provides:

• Two-year coverage from the date of shipment[*]
• Prompt hardware replacement and repairs
• Comprehensive failure analysis on returned modules
• Optional extended warranty coverage

Software Standard Warranty

Your newly purchased Infinera software comes with a 90-day standard warranty, entitling you to all relevant maintenance releases and round-the-clock technical support. You have the option to extend coverage or enhance it to include next-day hardware replacements and software upgrades. Software standard warranty provides:

• 90-day coverage from the date of shipment
• Access to software maintenance releases
• Optional extended and enhanced warranty coverage

INFINERA HARDWARE WARRANTIES

CX, XTM, Groove, and Vibe

Year   Year 2 and beyond

All other products

Year 1   Year 2   Year 3 and beyond

⚪ Original warranty   🔵 Extended Hardware Warranty coverage

*One-year standard warranty coverage for Cloud Xpress and Metro products.

Software Subscription Service

To ensure your Infinera software is continuously updated and running optimally, you have the ability to enhance your software warranty with our Software Subscription Service. This annual service provides comprehensive support that gives you full access to all new feature, enhancement, and maintenance releases, both major and minor. You will also be backed by a continuous software warranty that includes advanced software technical support, advisory services, and an on-site operations review to help you plan and implement upgrades and improve operating efficiency. You'll receive:

- Annual contract per product license
- Access to all applicable software enhancements, feature packs, and maintenance releases
- Infinera software warranty coverage

ENSURE SUCCESS WITH INFINERA SERVICES

When you choose Infinera Services, you gain a level of expertise rooted in decades of successful deployments. You get the global scale and proven expertise you require, enhanced by the speed, personal service, and peace of mind you've always wanted.

It's called the Infinera Services Experience. And for you, it means:

Personalized Services	Rapid Resolution	Unrivaled Support	Accelerated Time To Revenue	Peace of Mind

Network owners and operators worldwide rely on Infinera Services to deploy, operate, and optimize their critical network infrastructure. Shouldn't you, too?

To learn more, contact your Infinera account representative or visit us at www.infinera.com/services.