SLA & Maintenance Services Proposal & Warranty

Maintenance Services & Process

Table of Contents

Hardware and Software Maintenance Services

As a supplier of optical communication products, E.C.I. Networks is committed to providing unparalleled support by offering a variety of options to assist our customers. Our support team continually provides all customers with high-level service throughout the life cycle of our products and beyond, helping you minimize risk and maximize the benefits of your investment.

Most of our transceivers come with a 5-year warranty and advanced replacement (except for 400G/800G). In the past five years, our transceivers' failure rate has been less than 0.05%, which was a factor in our decision to offer a 5-year warranty.

Our hardware support includes:

- Online and telephone technical troubleshooting
- Assistance for initial setup

Our software maintenance and support services include:

- Remote troubleshooting and support provided via telephone
- Installation assistance
- Basic usability assistance

Deliverables Warranty

For a period of 5 years from delivery, E.C.I. Networks warrants that each deliverable shall perform the functions specified in its applicable specification in all material respects. If a deliverable does not conform to the required functionality, and the customer notifies E.C.I. Networks of the nonconformity, we will provide corrections within the time period specified in the statement of work or as reasonably requested by our customer.

Proven Quality

E.C.I. Networks partners with reputable optics manufacturers. These manufacturers are rarely suppliers to major network equipment providers. We currently work with three component suppliers.

E.C.I. Networks' optics are:

- MSA standards compliant and compatible with most switches, routers, test equipment, and network elements.
- Manufactured with the same high-level hardware, firmware, packet integrity, and laser strength as OEM-approved products.
- Designed to conform to RoHS, CE, FC, and UL (UL Canada product certification is in process) for high quality and reliability.

Testing Procedure

To ensure 100% compatibility, our transceivers undergo the following rigorous testing:

Alpha Testing

• Our engineers write the OEM coding as per customization requirements.

Compatibility and Acceptance Testing

• Verifies transceiver compatibility, functionality, and usability before production.
• Testing is conducted in our facility to confirm device compatibility and simulated transmit distance.

Performance and Production Testing

• For quality assurance, we test 5%-10% of each purchase order to confirm coding and perform a sanity check.

For new OEM products or specific products not available at our facility, E.C.I. Networks partners with third-party labs or key customers for testing.

If a deliverable does not conform to the functionality required by its specification in any material respect, and if our customer notifies E.C.I. NETWORKS of the nonconformity, E.C.I. NETWORKS will provide corrections to the deliverable within the time period as set forth in the statement of work or as reasonably requested by our customer.

Support Escalation procedure

```
                        ┌─────────────────────┐
                        │   CUSTOMER SERVICE   │
                        └─────────────────────┘
                                   │
           ┌───────────────────────┴────────────────────────┐
           ▼                                                 ▼
   ┌───────────────┐                              ┌───────────────────┐
   │  Requirement  │                              │     Complaint     │
   └───────────────┘                              └───────────────────┘
           │                                                 │
           ▼                                                 ▼
   ┌────────────────────┐                    ┌──────────────────────────┐
   │ Review Customer    │                    │   Identify Responder     │
   │ Request            │                    │   Belong to ECI Networks │
   └────────────────────┘                    └──────────────────────────┘
           │                                                 │
           ▼                                                 ▼
   ┌──────────────────────┐                  ┌──────────────────────────┐
   │ Internal Assessment  │                  │   Containment Action     │
   │ & Resource Arrangement│                 └──────────────────────────┘
   └──────────────────────┘                                 │
           │                                                 ▼
           │                                  ┌──────────────────────────┐
           │                                  │ Root Cause Analysis &    │
           │                                  │ Corrective Action Plan   │
           │                                  └──────────────────────────┘
           ▼                                                 ▼
   ┌──────────────────┐                       ┌──────────────────────────┐
   │ Sales Department │  ◄───────────────     │     Compile Report       │
   └──────────────────┘                       └──────────────────────────┘
           │
           ▼
   ┌──────────────────┐
   │ Reply to Customer│
   └──────────────────┘
           │
           ▼
   ┌──────────────────┐
   │      Close       │
   └──────────────────┘
```
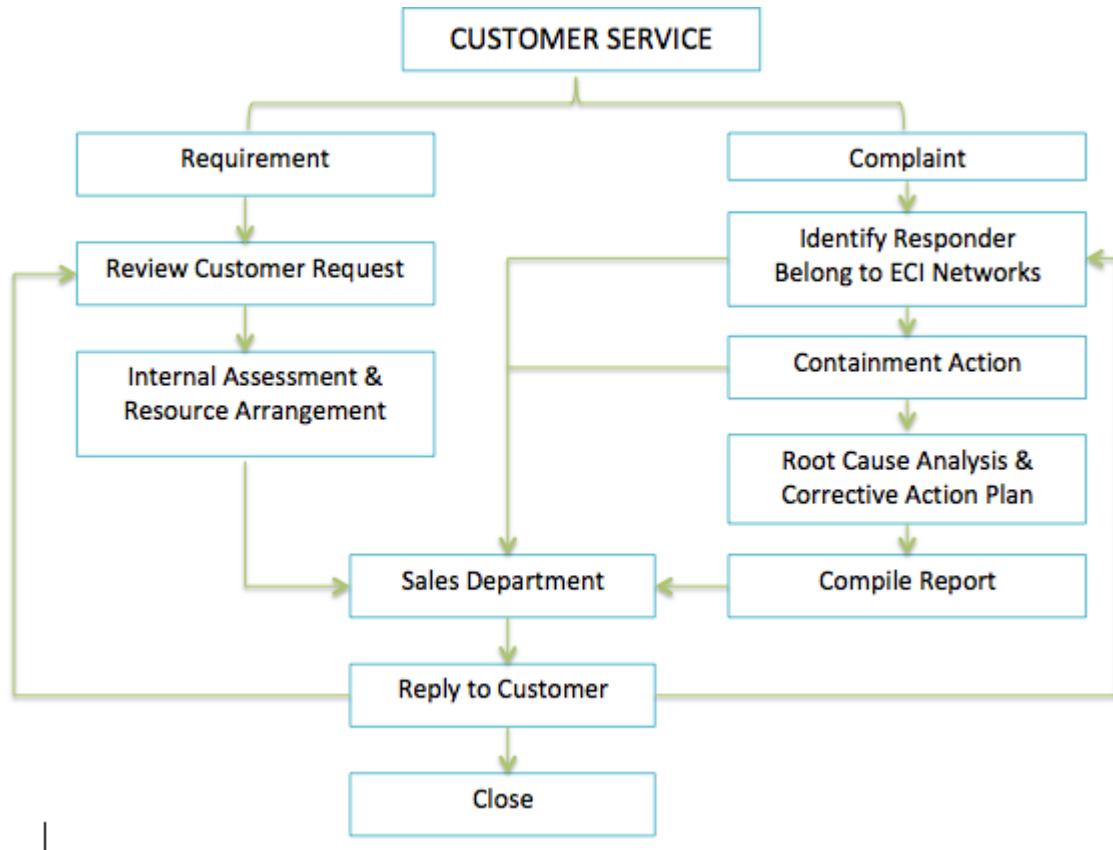
Severity Definitions & Support Response Targets

- **Major:** Impaired operation of some transceivers but allows continued use of the network element. Typically, a workaround is having spare transceivers.
- **Minor:** Cosmetic issues, including documentation errors. Trivial issues may be enhancements or "nice-to-haves."

The following are the response time targets for providing the initial response.

	Minor	**Major**
Response time	2 business days	8 business hours

Hours of Coverage:
Our offices are open from 8:00 AM to 5:00 PM EST. We guarantee a reply to any after-hours queries within one business day. For immediate assistance, we also offer a chat session on our website. Additionally, our website allows you to log and track support-related issues.

Service Areas and Locations:
Our warehouse is based in Montreal, and we provide support across Quebec and Ontario.

Deliverables Upgrade Policy:
Not applicable.

Engineering Change Orders:
Please refer to the "Customer Service" section above for more details.

Vendor Support Locations:
We offer vendor support in Quebec and Ontario.

Remote Diagnostics Capability:
Remote diagnostics are available via WebEx or TeamViewer sessions.

Reporting:
Reports are available for access through our company's website.

Warranty summary

Products	Warranty Duration	Eligible Warranty Renewal & Extension
Connectivity Products		
Optical Transceivers 1G/10G/25G/40G	5-Year	No
100G Optical Transceivers	5-Year	No
Direct Attach Cables	3-Year	No
Active Optical Cable	3-Year	No
Fiber and Copper Cables	3-Year	No
Media Converters	3-Year	No
Racks & Enclosures	3-Year	No
Fiber Adapter and Cassettes	3-Year	No
xWDM Products		
MobStack MUX/DEMUX	3-year	Yes for 15% of list price
Network TAP Products		
TAPstack series	3-year	Yes for 15% of list price
PacketMaestro	Bundle come with 3-year, Software only 1-year	10% Software of MSRP 15% Hardware and Software of MSRP
PacketMaestro PRO	1-year	10% Software of MSRP 15% Hardware and Software of MSRP
Ready to plug SONiC Switches	3-year	Subscription License renewal

Limited Warranty Terms:

A. Optical Transceivers Warranty:
Our lifetime warranty on optical transceivers is 5 years. Defective 1G/10G/25G/40G/100G optical transceivers will be advance replaced free of charge for the practical lifetime of the product. This excludes 400G/800G optical transceivers, Direct Attach Cables (DAC), and Active Optical Cables (AOC), which are covered by a 3-year warranty starting from the date of shipment.

B. Warranty Exclusions:
Products damaged due to misuse, exceeding maximum input optical power specs, incorrect electrical voltages, product modification, abuse, neglect/mis-handling, or improper environmental exposure will void the warranty in its entirety.

C. Original Buyer Only:
This warranty is only applicable to the original buyer.

D. Exclusions:
This warranty excludes consumable items or products beyond their reasonable expected useful life.

E. Special Orders and Resale Exclusion:
Not valid for special orders, wholesale transactions, or purchases intended for resale, lease, rental, or transactions with separate written agreements.

F. Liabilities Disclaimer:
E.C.I. Networks disclaims any liabilities or warranties beyond the remedies provided under the lifetime warranty.

G. Damages Limitation:
E.C.I. Networks is not liable for any damages, expenses, or lost revenues/savings/profits exceeding the original amount paid for the product.

H. Product Quality:
The goods will be free from material defects in workmanship and materials. The seller's published functional specifications for the goods will apply at the time of sale.

I. Shipping Costs:
All shipping charges to return products to our company are the responsibility of the buyer. We will not refund shipping costs under any circumstances. Please allow up to five (5) business days for our technician team to inspect returned products.

- **Non-Defective Products**:
  If the products are found not defective, we will return the products to you, and you will be responsible for the shipping costs, in addition to a testing fee of USD 25.
- **Defective Products**:
  If the products are found to be defective, will be repaired or replaced by E.C.I. Networks, and the

repaired/replaced products will be shipped back to you. All taxes and duties are the responsibility of the recipient, except when shipping back to the USA, in which case E.C.I. Networks will cover the shipping costs.

- **Damage Disclaimer**:
  We are not responsible for products damaged during shipment or due to misuse/abuse by the customer or shipping carrier.

J. Direct Purchases Only:

E.C.I. Networks will only be responsible for warranty products purchased directly from us with an order number. If you purchased your products through a certified reseller, please contact your reseller for warranty claims.

K. Limited Warranty for All Products:

For a period of twelve (12) months from the date of shipment, all products (except optical transceivers) will be free from material defects in workmanship and materials, and will substantially conform to the seller's published functional specifications for the goods effective at the time of sale. The limited warranty applies to all products other than optical transceivers unless otherwise specified in the purchase order.

DOA and In-Warranty Process:

DOA & Warranty Request Process
DOA (Dead on Arrival) is defined as a functional failure that occurs during the initial power-on, installation, or self-test for a unit originally shipped from ECI Networks. For DOA parts, we use the highest and quickest delivery service levels to expedite shipment, usually overnight. Parts received from our customer that fail as per the DOA definitions will be replaced with the same part.

DOA & Warranty Request Process:

1. Sign in to www.ecin.ca using your registered user ID and password.
2. Submit an RMA under Completed Orders.
3. Select the item you wish to return and the quantity.
4. Select DOA.
5. Select the return option (Replace, Repair, Credit my account).
6. Enter the model serial number.
7. Submit the request. It will be processed within 24-48 business hours.
8. A status update email will be issued regularly.

Parts received from our customer and fail as per the DOA definitions are replaced by the same part. DOA is defined as a functional failure that occurs during initial power-on, installation, or self-test for a unit originally shipped from ECI Networks. For DOA parts, we use the highest and quickest delivery service levels to expedite shipment; usually overnight.

Out of Warranty

E.C.I. NETWORKS recommends the replacement with new transceivers.

Out of Warranty Request process: Same as above.

Connectivity Products: Return and Advance Replacement Policy

Introduction:
This document outlines our return and advance replacement policy for customers purchasing connectivity products, including optical transceivers, interconnect cables (DAC/AOC), network TAPs, and MUX/DEMUX, from our company. Please read this policy carefully to understand your rights and responsibilities regarding returns and replacements.

Canada:

- Customers are responsible for freight costs when returning products, unless agreed otherwise.
- We cover freight costs for defective products being replaced.
- Returns must be approved by our support team before proceeding.

USA:

- Customers are responsible for freight costs when returning products.
- We cover freight costs for defective products being replaced.
- All taxes and duties are the responsibility of the recipient. (If the initial Purchase Order includes taxes and duties, ECI Networks will cover them.)
- Returns must be approved by our support team before proceeding.

International:

- Customers are responsible for freight costs when returning products.
- We cover freight costs for defective products being replaced.
- All taxes and duties are the responsibility of the recipient.
- Returns must be approved by our support team before proceeding.

Additional Note for Online Orders:

- If a product is defective, we may ask the customer to place a replacement order, which will be fully credited once the defective product is returned, received, and inspected.

General Terms and Conditions:

- All returns and advance replacements must be authorized by our support team before proceeding.
- Customers are responsible for ensuring that returned products are securely packaged to prevent damage during transit.
- Advance replacements will be shipped promptly upon approval of the return by our support team.
- Any discrepancies or damages must be reported within 10 days of receiving the replacement product.
- We reserve the right to refuse returns or replacements if the products do not meet our return criteria or if the return process is not followed correctly.

Conclusion:

By purchasing our connectivity products, including optical transceivers, interconnect cables (DAC/AOC), network TAPs, and MUX/DEMUX, you agree to abide by the terms and conditions outlined in this return and advance replacement policy. We strive to provide the best customer service and support possible and are committed to ensuring a smooth and efficient process for all returns and replacements.

How to Contact Technical Support?

Contact Information:
For any inquiries or assistance regarding returns and advance replacements, please contact our support team at **support@ecin.ca**.
There are numerous ways you can contact our support department:

Call us

- 1-800-967-1672 X;2

Submitting a ticket through email:

- You can also submit a ticket directly through your email client. To submit a ticket this way, send an email to: **support@ecin.ca**

Chat:

- Our Tech Support department is available through our LiveChat. You can find the Support Chat button to get started on the top right of our website page: ecin.ca

Before Contacting Us

1. Please include a description of your problem
2. The part number and the serial number of the transceiver involved
3. Any CLI/GUI error messages
4. Steps to duplicate a specific issue

Annex A: Correction and Prevention

Corrective and preventive action report

Date：   No：

☐Deviation in process   ☐Inspeciton in process   ☐Finshed goods inspection   ☐System audit
☐Environment/ROHS audit   ☐Quality/Environment Targets

Model		Lot#		Date	
Total lot QTY		Sampling QTY		Failure Rate	

Problem Description：

Prepared by：

Approved by：

Root cause analysis：

Problem Properties： ☐Material defects   ☐Operation issues   ☐Process method issues   ☐Deisgn defects
☐Euipment and fixture issues   ☐Others

Analyzed by：

Corrective actions：   Scheduled completion date：

Approach: ☐Scrap   ☐Rework   ☐Sorting   ☐UAI   ☐RMA   ☐Others：

☐Whether the rework actions involved in the change and inventory liquidation, if yes, please fill in the actions:

Preventive actions：   Scheduled completion date：

Status：   ☐Open   ☐Close

Technician_____   Approved by：

Form flow: Prepared people - Director audit---QE, PE analysis- develop actions --- Trace implementation effects(QA) - Distribution and Preservation;

Reply corrective action within 3 hours and preventive action within 5 working days;

QR-QA-11D

Notice:

E.C.I. Networks reserves the right to make changes to or discontinue any optical link product or service identified in this publication, without notice, in order to improve design and/or performance. Applications that are described herein for any of the optical link products are for illustrative purposes only.

For further information,

Office: 1-800-967-1672
Fax : 1-855-201-7283
mailto:sales@ecin.ca

E.C.I. NETWORKS INC. (Head-Office)
1405 Rte Transcanadienne, Suite 410 Dorval, QC H9P 2VP
www.ecin.ca

E.C.I. NETWORKS INC. (Warehouse)
5609 Chemin Saint-François
Saint-Laurent, QC, CANADA
H4S 1W6