

VENDOR CONTRACT

Between Windstream and

(Company Name)

THE INTERLOCAL PURCHASING SYSTEM (TIPS)
For
NETWORKING EQUIPMENT, SOFTWARE AND SERVICES
#01071615

General Information

The vendor contract shall include the contract, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the solicitation and the awarded vendor's proposal. Once signed, if an awarded vendor's proposal varies or is unclear in any way from the TIPS contract, TIPS, at its sole discretion, will decide which provision will prevail. Other documents to be included are the awarded vendor's proposals, task orders, purchase orders and any adjustments which have been issued.

The following pages will constitute the contract between the successful vendors(s) and TIPS. Bidders shall state, in a separate writing, and include with their proposal response, any required exceptions or deviations from these terms, conditions, and specifications. If agreed to by TIPS, they will be incorporated into the final contract.

The Vendor Contract ("Contract") made and entered into by and between The Interlocal Purchasing System (hereinafter referred to as "TIPS" respectfully) a government cooperative purchasing program authorized by the Region VIII Education Service Center, having its principal place of business at 4845 US Hwy 271 North, Pittsburg, Texas 75686. This contract consists of the provisions set forth below, including provisions of all Attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any Attachment, the provisions set forth shall control.

Definitions

PURCHASE ORDER is the TIPS member's approval providing the authority to proceed with the negotiated delivery order under the contract. Special terms and conditions as agreed to between the vendor and TIPS member will be added as addendums to the PO. Items such as certificate of insurance, bonding requirements, small or disadvantaged business goals are some of the addendums possible.

PREMIUM HOURS are defined as those hours not included in regular hours or recognized holidays. Premium hours are to be approved by the TIPS member for each delivery order and noted in the delivery order proposal as a line item during negotiations.

REGULAR HOURS are defined as those hours between the hours of 7 AM and 6 PM Monday thru Friday.

Terms and Conditions

Freight

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

Warranty Conditions

All supplies equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing. Vendor shall be an authorized dealer, distributor or manufacturer for all products. All equipment proposed shall be new unless clearly stated in writing.

Customer Support

The Vendor shall provide timely and accurate customer support to TIPS members. Vendors shall respond to such requests within one (1) working day after receipt of the request. Vendor shall provide training regarding products and services supplied by the Vendor unless otherwise clearly stated in writing at the time of purchase. (Unless training is a line item sold or packaged and must be purchased with product.)

Contracts

All contracts and agreements between Vendors and TIPS Members shall strictly adhere to the statutes that are set forth in the Uniform Commercial Code as most recently revised.

Contracts for purchase will normally be put into effect by means of a purchase order(s) executed by authorized agents of the participating government entities.

Davis Bacon Act requirements will be met when Federal Funds are used for construction and/or repair of buildings.

Tax exempt status

A taxable item sold, leased, rented to, stored, used, or consumed by any of the following governmental entities is exempted from the taxes imposed by this chapter: (1) the United States; (2) an unincorporated instrumentality of the United States; (3) a corporation that is an agency or instrumentality of the United States and is wholly owned by the United States or by another corporation wholly owned by the United States; (4) the State of Texas; (5) a Texas county, city, special district, or other political subdivision; or (6) a state, or a governmental unit of a state that borders Texas, but only to the extent that the other state or governmental unit

exempts or does not impose a tax on similar sales of items to this state or a political subdivision of this state. Texas Tax Code § 151.309.

Assignments of contracts

No assignment of contract may be made without the prior written approval of TIPS. Payment can only be made to the awarded Vendor or vendor assigned dealer.

Disclosures

1. Vendor affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.
2. Vendor shall attach, in writing, a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in the TIPS program.
3. The vendor affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

Renewal of Contracts

The NETWORKING EQUIPMENT, SOFTWARE AND SERVICES contract is for one (1) year with an option for renewal for 2 consecutive years. Total term of contract can be up to 3 years if sales are reported through the contract and both parties agree.

Shipments

The Vendor shall ship ordered products within five (5) working days after the receipt of the order. If a product cannot be shipped within that time, the Vendor shall notify TIPS and the requesting entity as to why the product has not shipped and shall provide an estimated shipping date, if applicable. TIPS or the requesting entity may cancel the order if estimated shipping time is not acceptable.

Invoices

The Vendor or vendor assigned dealer shall submit invoices, to the TIPS participant. Each invoice shall include the TIPS participant's purchase order number. The shipment tracking number or pertinent information for verification of TIPS participant receipt shall be made available upon request. The Vendor or vendor assigned dealer shall not invoice for partial shipments unless agreed to in writing in advance by TIPS and the TIPS participant.

Payments

The TIPS participant will make payments directly to the Vendor or vendor assigned dealer at net 30 days after receiving invoice.

Pricing

The Vendor contracts to provide pricing to TIPS and its participating governmental entities that is the lowest pricing available to like cooperative purchasing customers and the pricing shall remain so throughout the duration of the contract.

The Vendor agrees to promptly lower the cost of any product purchased through TIPS following a reduction in the manufacturer or publisher's direct cost to the Vendor. Price increases will be honored. However, the Vendor shall honor previous prices for thirty (30) days after written notification to TIPS of an increase.

All pricing submitted to TIPS shall include the Two Percent (2%) participation fee to be remitted to TIPS by the Vendor. Vendor will not show adding the 2% to the invoice presented to customer.

Participation Fees

Vendor or vendor assigned dealer contracts to pay 2% of all sales to TIPS on a monthly scheduled report. TIPS will email a Monthly Submission Report to each vendor. The Vendor or vendor assigned dealer is responsible for keeping record of all sales that go through the TIPS contract. Report may be sent to TIPS electronically while check for 2% is mailed. Failure to pay 2% participation fee will result in termination of contract.

Indemnity

1. **Indemnity for Personality Contracts.** Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's performance of this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, invitees, whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.
2. **Indemnity for Performance Contracts.** The Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's work under this contract, including all such causes of action based upon

common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees. Vendor further agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for injuries (including death) to an officer, employee, agent, subcontractor, supplier or equipment lessee of the Vendor, arising out of, or resulting from, Vendor's work under this contract whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.

Attorney's Fees--Texas Local Government Code § 271.159 is expressly referenced.

Pursuant to §271.159, TEXAS LOC. GOV'T CODE, in the event that any one of the Parties is required to obtain the services of an attorney to enforce this Agreement, the prevailing party, in addition to other remedies available, shall be entitled to recover reasonable attorney's fees and costs of court.

Multiple Vendor Awards

TIPS reserves the right to award multiple vendor contracts for categories when deemed in the best interest of the TIPS membership. Bidders scoring 80% or above will be considered for an award. Categories are established at the discretion of TIPS.

State of Texas Franchise Tax

By signature hereon, the bidder hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes owed the State of Texas under Chapter 171, Tax Code.

Miscellaneous

The Vendor acknowledges and agrees that continued participation in TIPS is subject to TIPS sole discretion and that any Vendor may be removed from the participation in the Program at any time with or without cause. Nothing in the contract or in any other communication between TIPS and the Vendor may be construed as a guarantee that TIPS participants will submit any orders at any time. TIPS reserves the right to request additional proposals for items already on contract at any time.

Purchase Order Pricing/Product Deviation

If a deviation of pricing/product on a purchase order occurs, TIPS is to be notified within 24 hours of receipt of order.

Cancellation for non-performance or contract deficiency

TIPS may terminate any contract if TIPS Members have not used the contract, or if purchase volume is determined to be "low volume" in any 12-month period. TIPS reserves the right to cancel the whole or any part of this contract due to failure by awarded vendor to carry out any

obligation, term or condition of the contract. TIPS may issue a written deficiency notice to awarded vendor for acting or failing to act in any of the following:

- Providing material that does not meet the specifications of the contract;
- Providing work and/or material that was not awarded under the contract;
- Failing to adequately perform the services set forth in the scope of work and specifications;
- Failing to complete required work or furnish required materials within a reasonable amount of time;
- Failing to make progress in performance of the contract and/or giving TIPS reason to believe that awarded vendor will not or cannot perform the requirements of the contract; and/or
- Performing work or providing services under the contract prior to receiving a TIPS reviewed purchase order for such work.

Upon receipt of the written deficiency, awarded vendor shall have ten (10) days to provide a satisfactory response to TIPS. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by awarded vendor under this contract shall become the property of the TIPS Member on demand.

TIPS Member Purchasing Procedures

Purchase orders are issued by participating TIPS member to the awarded vendor indicating on the PO "Contract Number 01071615". Purchase Order is emailed to TIPS at tipspo@tips-usa.com.

- Awarded vendor delivers goods/services directly to the participating member.
- Awarded vendor invoices the participating TIPS member directly.
- Awarded vendor receives payment directly from the participating member.
- Awarded vendor reports sales monthly to TIPS (unless prior arrangements have been made with TIPS to report monthly).

Form of Contract

The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a vendor submitting an offer requires TIPS and/or TIPS Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.

Vendor contract documents: TIPS will review proposed vendor contract documents. Vendor's contract document shall not become part of TIPS's contract with vendor unless and until an authorized representative of TIPS reviews and approves it.

Licenses

Awarded vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by awarded vendor. Awarded vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. TIPS reserves the right to stop work and/or cancel contract of any awarded vendor whose license(s) expire, lapse, are suspended or terminated.

Novation

If awarded vendor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. TIPS reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual obligations of awarded vendor.

Site Requirements (when applicable to service or job)

Cleanup: Awarded vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by TIPS Member. Upon completion of work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.

Preparation: Awarded vendor shall not begin a project for which TIPS Member has not prepared the site, unless awarded vendor does the preparation work at no cost, or until TIPS Member includes the cost of site preparation in a purchase order.

Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

Registered sex offender restrictions: For work to be performed at schools, awarded vendor agrees that no employee of a sub-contractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or reasonably expected to be present. Awarded vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the TIPS Member's discretion.

Awarded vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Safety measures: Awarded vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Awarded vendor shall post warning signs against all hazards created by the operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

Smoking

Persons working under contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

Invoices

The awarded vendor shall submit invoices to the participating entity clearly stating “Per TIPS Contract”. The shipment tracking number or pertinent information for verification shall be made available upon request.

Marketing

Awarded vendor agrees to allow TIPS to use their name and logo within website, marketing materials and advertisement. Any use of TIPS name and logo or any form of publicity, inclusive of press release, regarding this contract by awarded vendor must have prior approval from TIPS.

Supplemental agreements

The entity participating in the TIPS contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. TIPS, its agents, TIPS members and employees shall not be made party to any claim for breach of such agreement.

Legal obligations

It is the responding vendor’s responsibility to be aware of and comply with all local, state and federal laws governing the sale of products/services identified in this RFP and any awarded contract thereof. Applicable laws and regulations must be followed even if not specifically identified herein.

Audit rights

Awarded Vendor shall, at their sole expense, maintain appropriate due diligence of all purchases made by TIPS Member that utilizes this Contract. TIPS and Region 8 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. TIPS shall have authority to conduct random audits of Awarded Vendor’s pricing that is offered to TIPS Members. Notwithstanding the foregoing, in the event that TIPS is made aware of any pricing being offered to eligible entities that is materially inconsistent with the pricing under this agreement, TIPS shall have the ability to conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 8 ESC or TIPS.

Force Majeure

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and fully particulars of Force Majeure in writing to the other party within a reasonable time after

occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

Services

When applicable, performance bonds will be required on construction or labor required jobs over \$100,000 and payment bonds on jobs over \$25,000 or awarded vendor will meet the TIPS member's local and state purchasing requirements. Awarded vendors may need to provide additional capacity as jobs increase. Bonds will not require that a fee be paid to TIPS. The actual cost of the bond will be a pass through to the TIPS member and added to the purchase order.

Scope of Services

The specific scope of work for each job shall be determined in advance and in writing between TIPS Member and Awarded vendor. It is okay if the TIPS member provides a general scope, but the awarded vendor should provide a written scope of work to the TIPS member as part of the proposal. Once the scope of the job is agreed to, the TIPS member will issue a PO with the estimate referenced as an attachment along with bond and any other special provisions agreed to for the TIPS member. If special terms and conditions other than those covered within this solicitation and awarded contracts are required, they will be attached to the PO and shall take precedence over those in the base contract.

Project Delivery Order Procedures

The TIPS member having approved and signed an interlocal agreement, or other TIPS membership document, may make a request of the awarded vendor under this contract when the TIPS member has services that need to be undertaken. Notification may occur via phone, the web, email, fax, or in person.

Upon notification of a pending request, the awarded vendor shall make contact with the TIPS member as soon as possible, but must make contact with the TIPS member within two working days.

Scheduling of Projects

Scheduling of projects (if applicable) will be accomplished when the TIPS member issues a purchase order that will serve as "the notice to proceed". The period for the delivery order will include the mobilization, materials purchase, installation and delivery, design, weather, and site cleanup and inspection. No additional claims may be made for delays as a result of these items. When the tasks have been completed the awarded vendor shall notify the client and have the TIPS member inspect the work for acceptance under the scope and terms in the PO. The TIPS member will issue in writing any corrective actions that are required. Upon completion of these items, the TIPS member will issue a completion notice and final payment will be issued.

Support Requirements

If there is a dispute between the awarded vendor and TIPS member, TIPS or its representatives will assist in conflict resolution or third party (mandatory mediation), if requested by either party. TIPS, or its representatives, reserves the right to inspect any project and audit the awarded vendors TIPS project files, documentation and correspondence.

Special Terms and Conditions

It is the intent of TIPS to contract with a reliable, high performance vendor to supply products and services to government and educational agencies. It is the experience of TIPS that the following procedures provide TIPS, the Vendor, and the participating agency the necessary support to facilitate a mutually beneficial relationship. The specific procedures will be negotiated with the successful vendor.

- **Contracts:** All vendor purchase orders must be emailed to TIPS at tipspo@tips-usa.com. Should an agency send an order direct to vendor, it is the vendor's responsibility to forward the order to TIPS at the email above within 24 business hours and confirm its receipt with TIPS.
 - **Promotion of Contract:** It is agreed that Vendor will encourage all eligible entities to purchase from the TIPS Program. Encouraging entities to purchase directly from the Vendor and not through TIPS contract is not acceptable to the terms and conditions of this contract and will result in removal of Vendor from Program. Vendor is expected to use marketing funds for the marketing and promotion of this contract.
 - **Daily Order Confirmation:** All contract purchase orders will be approved daily by TIPS and sent to vendor. The vendor must confirm receipt of orders to the TIPS member (customer) within 24 business hours.
 - **Vendor custom website for TIPS:** If Vendor is hosting a custom TIPS website, then updated pricing must be posted by 1st of each month.
 - **Back Ordered Products:** If product is not expected to ship within 3 business days, customer is to be notified within 24 hours and appropriate action taken based on customer request.
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Check one of the following responses to the General Terms and Special Terms and Conditions:

() We take no exceptions/deviations to the general and/or special terms and conditions.

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

(X) We take the following exceptions/deviations to the general and/or special terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general or special terms and conditions that you are taking exceptions/deviations to. The proposer must clearly state if you are adding additional terms and conditions to the general or special terms and conditions. Provide details on your exceptions/deviations below:

Exceptions:

The vendor contract shall include the contract, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the solicitation and the awarded vendor's proposal. Once signed, if an awarded vendor's proposal varies or is unclear in any way from the TIPS contract, TIPS, at its sole discretion, will decide which provision will prevail. Other documents to be included are the awarded vendor's proposals, task orders, purchase orders and any adjustments which have been issued.

If awarded this contract, the following documents will become a part of any final contract: 1) this RFP, which includes all attachments and any amendments, 2) Windstream's proposal, which includes any exceptions noted by Windstream, and 3) the executed service agreement, along with any specific amendments and attachments. The order of precedence shall be (i) the executed service agreement, along with any specific amendments and attachments, (ii) Windstream's proposal, and (iii) the RFP.

The following pages will constitute the contract between the successful vendors(s) and TIPS. Bidders shall state, in a separate writing, and include with their proposal response, any required exceptions or deviations from these terms, conditions, and specifications. If agreed to by TIPS, they will be incorporated into the final contract.

Windstream has read and understands. However, Windstream has noted exceptions and points of clarification to certain requirements, and/or terms and conditions of this RFP and included documents. In the event Windstream is selected as the winning bidder, Windstream agrees to negotiate these exceptions and points of clarification with the Interlocal Purchasing System ("TIPS"), and expects all agreed-upon revisions to be included in the final contract between the parties. Unless a specific exception is noted below, Windstream has read and agrees to all specific contractual terms and conditions.

The Vendor Contract ("Contract") made and entered into by and between The Interlocal Purchasing System (hereinafter referred to as "TIPS" respectfully) a government cooperative purchasing program authorized by the Region VIII Education Service Center, having its principal place of business at 4845 US Hwy 271 North, Pittsburg, Texas 75686. This contract consists of the provisions set forth below, including provisions of all Attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any Attachment, the provisions set forth shall control.

If awarded this contract, the following documents will become a part of any final contract: 1) this RFP, which includes all attachments and any amendments, 2) Windstream's proposal, which includes any exceptions noted by Windstream, and 3) the executed service agreement, along with any specific amendments and attachments. The order of precedence shall be (i) the executed service agreement, along with any specific amendments and attachments, (ii) Windstream's proposal, and (iii) the RFP.

Warranty Conditions

All supplies equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing. Vendor shall be an authorized dealer, distributor or manufacturer for all products. All equipment proposed shall be new unless clearly stated in writing.

Windstream has supplied with its response our Service Level Agreement ("SLA"), and our Master Customer Equipment and Maintenance Agreement which will govern the performance of the solution proposed by Windstream.

Contracts

All contracts and agreements between Vendors and TIPS Members shall strictly adhere to the statutes that are set forth in the Uniform Commercial Code as most recently revised. **Contracts for purchase** will normally be put into effect by means of a purchase order(s) executed by authorized agents of the participating government entities.

Windstream takes exception to all of the language above and proposes the following in its place. The Uniform Commercial Code ("UCC") will govern the contract between the parties only to the extent that the UCC addresses issues not already addressed in the contract documents themselves. Windstream is willing to agree to extend the provision of services under the resulting contract between Windstream and TIPS to any other public institution of education. Each such public institution must commit to its own term and volume commitment by way of signing a separate service agreement between Windstream and the agency. The terms and conditions provided with the Windstream contract documents in this RFP response, shall apply to such agency, and will be attached by way of an additional terms schedule to said separate service agreement. Nothing contained in this response shall be deemed to be a guarantee that Windstream can feasibly provide the service at such locations proposed by a new agency or at the same prices provided herein. Determination of pricing and feasibility for servicing such agencies shall be made on a case by case basis.

Tax exempt status

A taxable item sold, leased, rented to, stored, used, or consumed by any of the following governmental entities is exempted from the taxes imposed by this chapter:(1) the United States; (2) an unincorporated instrumentality of the United States; (3) a corporation that is an agency or instrumentality of the United States and is wholly owned by the United States or by another corporation wholly owned by the United States;(4) the State of Texas; (5) a Texas county, city, special district, or other political subdivision; or (6) a state, or a governmental unit of a state that borders Texas, but only to the extent that the other state or governmental unit exempts or does not impose a tax on similar sales of items to this state or a political subdivision of this state. Texas Tax Code § 151.309.

Upon any governmental entities' (as listed above) presentation of a proper tax exemption certificate as authorized or required by statute or regulation of the jurisdiction providing said tax exemption, Windstream will exempt any governmental entities (as listed above) from the applicable sales tax to the extent warranted by the exemption certificate.

Failure to timely provide said certificate will result in no exemption being available to any governmental entities (as listed above) for any period prior to the date that any governmental entities (as listed above) presents a valid certificate.

Further, any governmental entities (as listed above) is responsible for taxes not subject to the exemption, surcharges, fees, and assessments that apply to the sale and use of the services, including how those may change in the future and even if not identified in Windstream's pricing proposal.

Assignments of contracts

No assignment of contract may be made without the prior written approval of TIPS. Payment can only be made to the awarded Vendor or vendor assigned dealer.

As a nationwide telecommunications services provider, it is imperative that Windstream have the ability to assign the contract without the prior written consent of TIPS to an affiliate or purchaser of all or substantially all of its assets. Windstream proposes the following: Neither party shall assign or transfer its rights and obligations under this Agreement without the prior written consent of the other, which consent shall not be unreasonably withheld or delayed, except each party shall have the right to assign, convey or otherwise transfer its rights, title, interest and obligations under the contract, in whole or in part, to any entity controlled by, controlling or under common control of said party, or any entity into which said party may be merged or consolidated or which purchases all or substantially all of the assets of said party. Any attempted assignment in violation of this provision shall be void.

Shipments

The Vendor shall ship ordered products within five (5) working days after the receipt of the order. If a product cannot be shipped within that time, the Vendor shall notify TIPS and the requesting entity as to why the product has not shipped and shall provide an estimated shipping date, if applicable. TIPS or the requesting entity may cancel the order if estimated shipping time is not acceptable.

The shipping dates will be set based upon mutually determined dates and based on size and scope of the project. Drop ship products will be shipped as soon as possible.

Payments

The TIPS participant will make payments directly to the Vendor or vendor assigned dealer at net 30 days after receiving invoice.

Windstream takes exception to the Payments requirement as written. Windstream payment terms are thirty (30) days from the date of invoice.

Pricing

The Vendor contracts to provide pricing to TIPS and its participating governmental entities that is the lowest pricing available to like cooperative purchasing customers and the pricing shall remain so throughout the duration of the contract.

The Vendor agrees to promptly lower the cost of any product purchased through TIPS following a reduction in the manufacturer or publisher's direct cost to the Vendor. Price increases will be honored. However, the Vendor shall honor previous prices for thirty (30) days after written notification to TIPS of an increase.

Windstream and TIPS agree that notwithstanding anything to the contrary in the Agreement, that during the Term of the Agreement, Windstream will not increase TIPS' monthly recurring charges for the Services being provided under the Agreement by any amount above the amounts set forth in TIPS' signed proposal executed contemporaneously with this Agreement. The forgoing right shall not apply to changes to, additions of and/or increases in applicable fees, taxes, surcharges and assessments.

Indemnity

1. **Indemnity for Personality Contracts.** Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's performance of this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, invitees, whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.
2. **Indemnity for Performance Contracts.** The Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's work under this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees. Vendor further agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for injuries (including death) to an officer, employee, agent, subcontractor, supplier or equipment lessee of the Vendor, arising out of, or resulting from, Vendor's work under this contract whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.

Windstream has read and understands its obligation to indemnify TIPS, but would like to clarify that such indemnification extends only to third party claims arising from Windstream's gross negligence or willful misconduct with respect to its obligations under the final contract between the parties.

Cancellation for non-performance or contract deficiency

TIPS may terminate any contract if TIPS Members have not used the contract, or if purchase volume is determined to be "low volume" in any 12-month period. TIPS reserves the right to cancel the whole or any part of this contract due to failure by awarded vendor to carry out any obligation, term or condition of the contract.

TIPS may issue a written deficiency notice to awarded vendor for acting or failing to act in any of the following:

- Providing material that does not meet the specifications of the contract;
- Providing work and/or material that was not awarded under the contract;
- Failing to adequately perform the services set forth in the scope of work and specifications;
- Failing to complete required work or furnish required materials within a reasonable amount of time;
- Failing to make progress in performance of the contract and/or giving TIPS reason to believe that awarded vendor will not or cannot perform the requirements of the contract; and/or
- Performing work or providing services under the contract prior to receiving a TIPS reviewed purchase order for such work.

Upon receipt of the written deficiency, awarded vendor shall have ten (10) days to provide a satisfactory response to TIPS. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by awarded vendor under this contract shall become the property of the TIPS Member on demand.

Windstream takes exception to TIPS' right to terminate the agreement for cause without giving Windstream a reasonable opportunity to cure the breach. In the event Windstream breaches a material term or condition, or fails to perform any material obligation under the agreement, TIPS shall have the right to terminate the agreement in whole or in part if, after thirty (30) days' notice of a default, Windstream fails to cure the default. In the event Windstream fails to cure, TIPS may terminate the Agreement with no liability other than for accrued charges still owing under the Agreement. Windstream's liability in the event of a breach is limited as provided in Windstream's Customer Service Agreement, which has been included with this RFP response. TIPS' sole remedy for a minor degradation of service is outlined in Windstream's Service Level Agreement ("SLA"), provided as part of this RFP response.

Form of Contract

The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a vendor submitting an offer requires TIPS and/or TIPS Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.

Vendor contract documents: TIPS will review proposed vendor contract documents. Vendor's contract document shall not become part of TIPS's contract with vendor unless and until an authorized representative of TIPS reviews and approves it.

Windstream has read and understands. However, Windstream has noted exceptions and points of clarification to certain requirements, and/or terms and conditions of this RFP and included documents. In the event Windstream is selected as the winning bidder, Windstream agrees to negotiate these exceptions and points of clarification with the Interlocal Purchasing System ("TIPS"), and expects all agreed-upon revisions to be included in the final contract between the parties. Unless a specific exception is noted below, Windstream has read and agrees to all specific contractual terms and conditions.

If awarded this contract, the following documents will become a part of any final contract: 1) this RFP, which includes all attachments and any amendments, 2) Windstream's proposal, which includes any exceptions noted by Windstream, and 3) the executed service agreement, along with any specific amendments and attachments. The order of precedence shall be (i) the executed service agreement, along with any specific amendments and attachments, (ii) Windstream's proposal, and (iii) the RFP.

Licenses

Awarded vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by awarded vendor. Awarded vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. TIPS reserves the right to stop work and/or cancel contract of any awarded vendor whose license(s) expire, lapse, are suspended or terminated.

Windstream takes exception to TIPS' right to terminate the agreement for cause without giving Windstream a reasonable opportunity to cure the breach. In the event Windstream breaches a material term or condition, or fails to perform any material obligation under the agreement, TIPS shall have the right to terminate the agreement in whole or in part if, after thirty (30) days' notice of a default, Windstream fails to cure the default. In the event Windstream fails to cure, TIPS may terminate the Agreement with no liability other than for accrued charges still owing under the Agreement. Windstream's liability in the event of a breach is limited as provided in Windstream's Master Customer Equipment and Maintenance Agreement, which has been included with this RFP response.

Novation

If awarded vendor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. TIPS reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual obligations of awarded vendor.

As a nationwide telecommunications services provider, it is imperative that Windstream have the ability to assign the contract under certain circumstances without the ability of TIPS to reject the assignee.

Windstream proposes the following: Neither party shall assign or transfer its rights and obligations under this Agreement without the prior written consent of the other, which consent shall not be unreasonably withheld or delayed, except each party shall have the right to assign, convey or otherwise transfer its rights, title, interest and obligations under the contract, in whole or in part, to any entity controlled by, controlling or under common control of said party, or any entity into which said party may be merged or consolidated or which purchases all or substantially all of the assets of said party, and such entity will assume all of the obligations of Windstream in writing. Any attempted assignment in violation of this provision shall be void.

Audit rights

Awarded Vendor shall, at their sole expense, maintain appropriate due diligence of all purchases made by TIPS Member that utilizes this Contract. TIPS and Region 8 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. TIPS shall have authority to conduct random audits of Awarded Vendor's pricing that is offered to TIPS Members. Notwithstanding the foregoing, in the event that TIPS is made aware of any pricing being offered to eligible entities that are materially inconsistent with the pricing under this agreement, TIPS shall have the ability to conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 8 ESC or TIPS.

Windstream takes exception to all of the above language and proposes to replace it with the following: Windstream shall keep, at its own expense, accurate, true and complete books and records with respect to compliance with any applicable service levels, the Services provided by Windstream under this Agreement and with respect to the costs, expense and other charges billed to TIPS by Windstream. Such books and records shall be kept at Windstream's principal place of business and shall be made available to TIPS or its third party designated auditor and their representatives, subject to such third party executing a non-disclosure agreement provided by Windstream with respect to the use and disclosure of such records, for examination, audit, inspection, transcription and copying so as to allow TIPS to verify all invoices, charges and expenses paid by TIPS pursuant to the terms of this Agreement. Such audits may be conducted no more than once a year during Windstream's normal business hours. TIPS shall provide Windstream with written notice at least thirty (30) days prior to the date of the proposed audit and TIPS shall be solely responsible for the costs of such audit.

Windstream shall retain all records in accordance with the terms of the Windstream's record retention policy.

Force Majeure

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and fully particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

Windstream takes exception to all of the above language and proposes to replace it with the following: Except with respect to TIPS' payment obligations for services rendered prior to the commencement of a Force Majeure Event (hereinafter defined), notwithstanding any other provision of the agreement between the parties, neither Windstream, nor TIPS, shall be liable to the other for any delay or failure in performance of the agreement to the extent such delay or failure is caused by fire, flood, explosion, accident, war, strike, embargo, governmental requirement, civil or military authority, Act of God, inability to secure materials or labor or any other causes beyond its reasonable control (each, a "Force Majeure Event"). Any such delay or failure shall suspend the agreement until the Force Majeure Event ceases, and Windstream's obligations shall be excused and extended for and during the period of any such delay.

Scope of Services

The specific scope of work for each job shall be determined in advance and in writing between TIPS Member and Awarded vendor. It is okay if the TIPS member provides a general scope, but the awarded vendor should provide a written scope of work to the TIPS member as part of the proposal. Once the scope of the job is agreed to, the TIPS member will issue a PO with the estimate referenced as an attachment along with bond and any other special provisions agreed to for the TIPS member. If special terms and conditions other than those covered within this solicitation and awarded contracts are required, they will be attached to the PO and shall take precedence over those in the base contract.

Windstream takes exception as follows: If special terms and conditions other than those covered within this solicitation and the awarded contract are required, they will be attached to the service agreement executed by the parties and will take precedence over those in the base contract.

Project Delivery Order Procedures

The TIPS member having approved and signed an interlocal agreement, or other TIPS membership document, may make a request of the awarded vendor under this contract when the TIPS member has services that need to be undertaken. Notification may occur via phone, the web, email, fax, or in person.

Upon notification of a pending request, the awarded vendor shall make contact with the TIPS member as soon as possible, but must make contact with the TIPS member within two working days.

Upon TIPS and Windstream ratifying the contracts, an automated flow through occurs in Windstream systems to a defined work queue. Resource Managers assign available Client Implementation Specialists and Project Manager resources through the system.

Assigned resources initiate the implementation process which will include reviewing the order, organizing required engineering or operational assistance, validation for logistics and requirements. Windstream's staff will contact client designated project point(s) of contact and schedule a project launch. Together Windstream's staff and the client will develop and approve the appropriate detailed project plan and document tasks and timelines. Windstream will collect or clarify any relevant details and socialize the customer responsibilities to the client POC, as needed.

Scheduling of Projects

Scheduling of projects (if applicable) will be accomplished when the TIPS member issues a purchase order that will serve as "the notice to proceed". The period for the delivery order will include the mobilization, materials purchase, installation and delivery, design, weather, and site cleanup and inspection. No additional claims may be made for delays as a result of these items. When the tasks have been completed the awarded vendor shall notify the client and have the TIPS member inspect the work for acceptance under the scope and terms in the PO. The TIPS member will issue in writing any corrective actions that are required. Upon completion of these items, the TIPS member will issue a completion notice and final payment will be issued.

The Windstream implementation process is a multi-faceted approach coordinated by a team that consists of the Sales Rep, Sales Engineer, Project Manager, Technical Support Specialist, System Technicians. A Windstream Account Manager is assigned to project manage the overall implementation of the proposed solution. The project manager makes sure all tasks are completed based on the project plan. The timeline associated with the project plan has all the important milestones of all the tasks required to complete a successful install. Technical Support Specialist does the programmer and training. The TSS will work tightly with the customer on the software design of the system, customizing the programming to their need. System Technician installs the system. The techs will rack the system, ground, apply power, load software, identify the MDF, place sets, test the system, set up the training room, and cut the system over. The tech will be on site following the cut to make sure the system is working according to the design, and troubleshooting any issues.

Customer's payment obligations for Services shall begin on the Implementation Date, unless otherwise specified in a Sales Order and regardless of whether Customer has commenced use of the Services, procured the necessary services from third-party vendors required to operate the Services, or is otherwise prepared to operate the Services. Please refer to the Windstream Master Customer Equipment and Maintenance Agreement.

The Interlocal Purchasing System (TIPS Cooperative) Supplier Response

Bid Information		Contact Information		Ship to Information
Bid Creator	Mr. David Mabe National Coordinator	Address	Region VIII Education Service Center 4845 US Highway 271 North Pittsburg, TX 75686	Address
Email	david.mabe@tips-usa.com			Contact
Phone	+1 (903) 243-4759			Department
Fax	+1 (866) 749-6674	Contact	Kim Thompson, Coordinator of Office Operations	Building
Bid Number	01071615			Floor/Room
Title	Networking Equipment, Software and Services			Telephone
Bid Type	RFP	Department		Fax
Issue Date	05/01/2015	Building		Email
Close Date	6/12/2015 3:00:00 PM CT			
Need by Date		Floor/Room		
		Telephone	+1 (866) 839-8477	
		Fax	+1 (866) 839-8472	
		Email	bids@tips-usa.com	

Supplier Information

Company Windstream
Address 1001 West Loop South
Suite 740
Houston, TX 77027

Contact
Department
Building
Floor/Room
Telephone 1 (918) 588-4307
Fax 1
Email
Submitted 6/12/2015 10:11:44 AM CT
Total \$0.00

Signature Dawn Bozeman

Email dawn.bozeman@windstream.com

Supplier Notes

Bid Notes

Bid Activities

Bid Messages

Date	Subject	Message
05/07/15	Pre-Bid Webinar	<p>1. Click to start and join at the specified time and date: https://global.gotowebinar.com/ojoin/6725893313349788930/724887489667689990 Note: This link should not be shared with others; it is unique to you.</p> <p>2. Choose one of the following audio options:</p> <p>TO USE YOUR COMPUTER'S AUDIO: When the Webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.</p> <p>-- OR --</p> <p>TO USE YOUR TELEPHONE: If you prefer to use your phone, you must select "Use Telephone" after joining the webinar and call in using the numbers below.</p> <p>United States Long Distance: +1 (415) 655-0051 Access Code: 749-762-945 Audio PIN: Shown after joining the webinar</p>
05/07/15	Pre-Bid Webinar	<p>Time and date of the webinar: Friday, May 8, 2015 2:00 PM CST</p>
05/13/15	Pre-Bid Webinar (Recorded)	<p>If you missed the Pre-Bid Meeting or Webinar last week here is a link to the recorded webinar: https://www.tips-usa.com/prebidmeeting.html (You must have a video player plugin for your browser to view the recording.)</p>

Please review the following and respond where necessary

#	Name	Note	Response
1	Yes - No	Disadvantaged/Minority/Women Business Enterprise - D/M/WBE (Required by some participating governmental entities) Vendor certifies that their firm is a D/M/WBE? Vendor must upload proof of certification to the "Response Attachments" D/M/WBE CERTIFICATES section.	No
2	Yes - No	Highly Underutilized Business - HUB (Required by some participating governmental entities) Vendor certifies that their firm is a HUB? Vendor must upload proof of certification to the "Response Attachments" HUB CERTIFICATES section.	No
3	Yes - No	Certification of Residency (Required by the State of Texas) Company submitting bid is a Texas resident bidder?	No
4	Company Residence (City)	Vendor's principal place of business is in the city of?	Little Rock
5	Company Residence (State)	Vendor's principal place of business is in the state of?	AR
6	Felony Conviction Notice:	(Required by the State of Texas) My firm is, as outlined on PAGE 5 in the Instructions to Bidders document: (Questions 7 - 8)	(No Response Required)
7	Yes - No	A publicly held corporation; therefore, this reporting requirement is not applicable?	Yes
8	Yes - No	Is owned or operated by individual(s) who has/have been convicted of a felony? If answer is YES, a detailed explanation of the name(s) and conviction(s) must be uploaded to the "Response Attachments" FELONY CONVICTION section.	Yes

9	Pricing Information:	Pricing information section. (Questions 10 - 13)	(No Response Required)
10	Yes - No	In addition to the typical unit pricing furnished herein, the Vendor agrees to furnish all current and future products at prices that are proportionate to Dealer Pricing. If answer is NO, include a statement detailing how pricing for TIPS participants would be calculated in the PRICING document that is uploaded to the "Response Attachments" PRICING section.	Yes
11	Yes - No	Pricing submitted includes the 2% TIPS participation fee?	Yes
12	Yes - No	Vendor agrees to remit to TIPS the required 2% participation fee?	Yes
13	Yes - No	Additional discounts to TIPS members for bulk quantities or scope of work?	Yes
14	Start Time	Average start time after receipt of customer order is ____ working days?	10
15	Years Experience	Company years experience in this category?	9
16	Yes - No	The Vendor can provide services and/or products to all 50 US States?	Yes
17	States Served:	If answer is NO to question #16, please list which states can be served. (Example: AR, OK, TX)	Only in the Continental US.

18 Company and/or Product Description:

This information will appear on the TIPS website in the company profile section, if awarded a TIPS contract. (Limit 750 characters.)

Windstream is a leading provider of advanced network communications delivering enterprise-class data, voice, network and cloud solutions with superior performance, enhanced security and exceptional reliability to businesses nationwide. With a nationwide network and expansive data center footprint, Windstream's dedicated, expert team takes extra steps to assess and understand our customers' business needs and challenges, designing customized solutions specific to help them succeed in the marketplace. Windstream's "smart solutions, personalized service" brand promise creates an experience of excellence for enterprise customers. Additionally, Windstream's position as a FORTUNE 500 and S&P 500 organization proves its financial stability and dependability. Windstream Hosted Solutions is a Data Center Operator and Managed Services Provider with a very simple mission: to provide our clients with the best managed hosting experience in the nation. We achieve this by addressing our customers' needs first and foremost, offering the personal service, support, and attention you need, and backing up our promises with a 100% uptime guarantee on power and connectivity. Our dedicated staff of trained professionals is the foundation of our business. We consistently and continuously work hard to do whatever it takes to exceed our customers' expectations. Windstream Hosted Solutions' data centers are designed to safeguard data and provide 100% uptime for each and every client. Whether it's for a Fortune 100 company or a small business, Windstream Hosted Solutions ensures uninterrupted managed services and availability. Clients need and expect zero downtime, and Windstream Hosted Solutions delivers. Windstream Hosted Solutions' service model instills internal disciplines built around delivering a number of high quality managed services such as Cloud Computing, Colocation Services, Disaster Recovery, Primary and Backup Storage, Security, Operating System and Database Management and Monitoring, Content Distribution and Load Balancing. Virtually all solutions are delivered through Windstream Hosted Solutions internal staff.

These services are delivered in three primary lines of business: Hosting and Managed Services, Business Continuance and Dedicated Services. Windstream Hosted Solutions' list of products and services are hardware and software agnostic and our Internet Data Centers (IDCs) are carrier neutral, providing maximum flexibility to support our customers' requirements.

19	Resellers:	Does the vendor have resellers that it will name under this contract? (If applicable, vendor should download the Reseller/Dealers spreadsheet from the Attachments section, fill out the form and submit the document in the "Response Attachments" RESELLERS section.	No
20	Primary Contact Name	Primary Contact Name	Dawn Bozeman
21	Primary Contact Title	Primary Contact Title	Major Account Executive
22	Primary Contact Email	Primary Contact Email	918-588-4307
23	Primary Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	9185884307
24	Primary Contact Fax	Enter 10 digit phone number. (No dashes or extensions)	9185884307
25	Primary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions)	9185884307
26	Secondary Contact Name	Secondary Contact Name	Danny Harper
27	Secondary Contact Title	Secondary Contact Title	Director-Enterprise Sales, ISG
28	Secondary Contact Email	Secondary Contact Email	Danny.E.Harper@windstream.com
29	Secondary Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	9492652246
30	Secondary Contact Fax	Enter 10 digit phone number. (No dashes or extensions)	9492652246
31	Secondary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions)	918588307
32	2% Contact Name	2% Contact Name	Dawn Bozeman
33	2% Contact Email	2% Contact Email	Dawn.Bozeman@windstream.com
34	2% Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	9185884307
35	Purchase Order Contact:	This person is responsible for receiving Purchase Orders from TIPS. (Questions 36 - 38)	(No Response Required)
36	Purchase Order Contact Name	Purchase Order Contact Name	Dawn Bozeman
37	Purchase Order Contact Email	Purchase Order Contact Email	Dawn.Bozeman@windstream.com
38	Purchase Order Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	9185884307
39	Company Website	Company Website (Format - www.company.com)	www.windstreambusiness.com
40	Federal ID Number:	Federal ID Number also known as the Employer Identification Number. (Format - 12-3456789)	
41	Primary Address	Primary Address	4001 Rodney Parham Road
42	Primary Address City	Primary Address City	Little Rock
43	Primary Address State	Primary Address State (2 Digit Abbreviation)	AR

44 Primary Address Zip

Primary Address Zip

72212

45 Search Words:

Please list search words to be posted in the TIPS database about your company that TIPS website users might search. Words may be product names, manufacturers, or other words associated with the category of award. YOU MAY NOT LIST NON-CATEGORY ITEMS. (Limit 500 words) (Format: product, paper, construction, manufacturer name, etc.)

Organic Industry Keyword Search Terms
education data center services
school data center services
school district data center services
school system data center services
K-12 school data center services
higher education data center services
college data center services
university data center services
government data center services
state government data center services
city government data center services
county government data center services
local government data center services
municipal government data center services
Organic Keyword Search Terms
cloud backup
cloud computing
cloud computing services
cloud computing solutions
cloud hosting
cloud hosting services
cloud security
cloud services
cloud solutions
cloud storage
colocation data center
colocation hosting
colocation services
data center
data centers
data center colocation
data center hosting
data center network services
data center services
data center solutions
dedicated hosting services
dedicated server hosting
disaster recovery as a service
disaster recovery business continuity
draas
email archiving
email continuity
email hosting
email security
exchange archiving
exchange continuity
exchange security
hosted exchange
hosted microsoft exchange
hybrid cloud
IDS
intrusion detection service
IT network services
IT network solutions
managed backup
managed cloud services
managed firewall
managed hosting

managed hosting services
 managed Internet
 managed IT services
 managed IT network services
 managed network services
 managed network security
 managed remote backup
 managed storage
 managed security
 private cloud
 public cloud
 security
 UCaaS
 unified communications
 unified communications solutions
 unified communications as a service
 unified email management
 Branded Keyword Search Terms
 The Interlocal Purchasing System
 TIPS
 Windstream
 Windstream Hosted Solutions

46 Yes - No

Do you wish to be eligible to participate in a TIPS contract in which a TIPS member utilizes federal funds on contracts exceeding \$100,000? (Non-Construction) (If YES, vendor should download the Federal Funds Over \$100,000 Certification document from the Attachments section, fill out the form and submit the document in the "Response Attachments" FEDERAL FUNDS section.) (Vendor must also download the Suspension or Debarment Certificate document from the Attachments section, fill out the form and submit the document in the "Response Attachments" SUSPENSION OR DEBARMENT section.)

Yes

47 Prices are guaranteed for?

(___Month(s), ___ Year(s), or Term of Contract) (Standard term is "Term of Contract")

Windstream and TIPS agree that notwithstanding anything to the contrary in the Agreement, that during the Term of the Agreement, Windstream will not increase TIPS' monthly recurring charges for the Services being provided under the Agreement by any amount above the amounts set forth in TIPS' signed proposal executed contemporaneously with this Agreement. The forgoing right shall not apply to changes to, additions of and/or increases in applicable fees, taxes, surcharges and assessments.

Line Items		
Response Total:		\$0.00

WINDSTREAM COMMUNICATION, INC.

2015 SMALL BUSINESS SUBCONTRACTING PLAN COMPANY WIDE PLAN

I. IDENTIFICATION DATA:

Company Name: Windstream Communication Inc. (Windstream Nuvox) Address: 4001

Rodney Parham RD, Little Rock AR 72212 Date Prepared: February, 27th, 2015

Description of Services: Telecommunications Services NAICS 517110

Contract Numbers: GS35F0016T, GS35F0326S, GS01T13BKDI010, GS02T11CLD0016, GS03T09DS0004, GS03T08DSD0003, GS03T0309DSD0001, GS04T13BFD1607, GS06T11BND0006, GS09Q11DLD7005 and GS03T08DSD0002

Commercial Plan Period: January 1, 2015 - December 31, 2015

Estimated annual sales (Company-wide): \$6,500,000.000

SSR's will be submitted using DUNS #: 076534325 which is the DUNS # for Windstream Nuvox

II. TYPE OF PLAN: X

Commercial Plan

Commercial Plan: Covers the offeror's fiscal year and applies to the entire production of commercial items sold by *Windstream Communications, Inc. including all entities such as Windstream Nuvox Inc.* (Note that this type of plan shall relate to the offeror's planned subcontracting generally, for both commercial and government business, rather than solely to the government contract.) Per FAR 19.704fd, this is the preferred type of plan for contractors furnishing commercial items. Once a contractor's commercial plan has been approved, the Government shall not require another subcontracting plan from the same contractor while the plan remains in effect, as long as the product or service being provided by the contractor continues to meet the definition of a commercial item. The contractor shall— (1) Submit the commercial plan to either the first contracting officer awarding a contract subject to the plan during the contractor's fiscal year, or, if the contractor has ongoing contracts with commercial plans, to the contracting officer responsible for the contract with the latest completion date. The contracting officer shall negotiate the commercial plan for the Government. The approved commercial plan shall remain in effect during the contractor's fiscal year for all Government contracts in effect during that period; (2) Submit a new commercial plan, 30 working days before the end of the Contractor's fiscal year, to the contracting officer responsible for the uncompleted Government contract with the latest completion date. The contractor must provide to each contracting officer responsible for an ongoing contract subject to the plan, the identity of the contracting officer that will be negotiating the new plan; (3) When the new commercial plan is approved, provide a copy of the approved plan to each contracting officer responsible for an ongoing contract that is subject to the plan; and (4) Comply with the reporting requirements stated in FAR 19.704(a)(10) by submitting one SSR in eSRS, for all contracts covered by its commercial plan. This report will be acknowledged or rejected in eSRS by the contracting officer who approved the plan. The report shall be submitted within 30 days after the end of the Government's fiscal year.

III. GOALS.

A. Wind stream provides the following separate dollar and percentage goals, which are a percentage of the total subcontracting dollars for each business category:

1. Estimated TOTAL dollars planned to be subcontracted, i.e. to all types of business concerns:
Annual Commercial Expenditures \$3,900,000.000 = 100% subcontracted
2. Planned subcontracting to large business concerns (those classified as other than small):
Annual Commercial Expenditures \$3,627,000.000 - 93% of Total
3. Planned subcontracting to all small business concerns SB (including Alaskan Native Corporations (ANCs) and Indian tribes), VOSB, SDVOSB, HUBZone, SDB (including ANCs and Indian tribes), and WOSB small business concerns:
Annual Commercial Expenditures \$273,000.000 = 7% of Total
4. Planned subcontracting to small disadvantaged business concerns (including ANCs and Indian tribes):
Annual Commercial Expenditures \$5,460.000 = 0.14% of Total
5. Planned subcontracting to women-owned small business concerns:
Annual Commercial Expenditures \$8,190.000 = 0.21% of Total
6. Planned subcontracting to HUBZone small business concerns:
Annual Commercial Expenditures \$5,460.000 = 0.14% of Total
7. Planned subcontracting to veteran-owned small business concerns (which includes service-disabled veteran-owned small business concerns):
Annual Commercial Expenditures: \$54,600.000 - 1.4% of Total
8. Planned subcontracting to service-disabled veteran-owned small business concerns (subset of VOSB above and cannot be higher than #7 above):
Annual Commercial Expenditures \$5,460.000 = 0.14% of Total

B. The principal types of supplies and/or services that Windstream anticipates to be subcontracted and the identification of the type of business concern planned are as follows:

Supplies * Services	Large	Small	VOSB	SDVOSB	HUBZone	SDB	WOSB
Advertising & Marketing	✓	✓		✓		✓	
Automotive, Fleet & Transportation	✓		✓	✓	✓	✓	
Building, Fixture & Grounds Maintenance	✓	✓	✓		✓	✓	
Site Development/Construction Mgmt.			✓		✓	✓	✓
Telecom. Construction & Installation	✓	✓		✓	✓	✓	

IT Hardware, Software and Services					✓		✓
Commercial Printing & Design		✓	✓		✓	✓	✓
Professional Services	✓		✓	✓	✓	✓	✓
Office Supplies	✓	✓		✓	✓	✓	✓
Staffing & Recruiting Services	✓		✓			✓	✓
Finance and Accounting Services	✓	✓	✓		✓	✓	✓
Data Processing and Warehousing	✓	✓		✓	✓	✓	✓

C. Windstream used the following method to develop the subcontracting goals:

Windstream subcontracting goals are derived from information collected from the financial system from October 1, 2013 to September 30, 2014 with a forecast of expected expenditures. Windstream has budgeted for and is planning 8 small business outreach events/activities. In 2015 (2 per quarter) Windstream will continue to promote our diversity program by being corporate sponsors of the Women's Business Council- Southwest (WBCS), Women's Business Enterprise National Council (WBENC), and the National Minority Supplier Business Council (NMSDC). As corporate sponsors for these councils Windstream has enhanced our abilities to network with diverse companies for available business opportunities. In addition, Windstream underwrites an annual luncheon event with the WBCS and we also have Distinctive Donor status for the Lillie Knox Investing for Growth Fund. The WBCS sends a periodic roster of its affiliate members that is posted on the Windstream intranet that is accessible to all departments within the company. Windstream also provides a supplier registration portal for diverse businesses to have the opportunity to become a supplier of choice.

In 2014 Windstream added a link to the Small Business Administration Dynamic Search Tool on the internal Windstream Procurement page. This search tool is available to all Windstream employees to assist in finding small and diverse business for potential business opportunities. Windstream also maintains an internal database of diverse suppliers and has a membership roster for the Womens Business Council Southwest on our Procurement website.

For 2015 Windstream will participate in outreach programs on a local, regional and national basis both in sponsorship and attendance including attending small business, minority veteran and women owned procurement conferences and trade shows. Windstream will work with the Small Business Administration and local offices to identify opportunities for and support the development of small and diverse business enterprises. Windstream will conduct or arrange training sessions for the Windstream procurement professionals to increase their knowledge of offering qualified small business, women owned, veteran owned and minority owned businesses opportunities within Windstream. We will promote efforts to encourage and maintain certification of new and existing Minority Business Enterprise and Disadvantaged Business Enterprise suppliers.

Development of Source Information

Windstream uses a database of prospective and active suppliers. This database is used as a sourcing tool to manage internal requirements. A web access was initiated that allows suppliers to submit information about their companies who wish to do business with Windstream.

- a. Windstream identifies and validates Minority, Women, Disabled, Veteran Business Enterprises (MWDVBE) vendors in one of multiple ways:
 - i. MWDVBE vendors will provide Windstream's Supplier Diversity Initiative with certification and/or self-identification in writing as being eligible for MWDVBE status
 - ii. Windstream has a third party, CVM Solutions which identifies and validates MWDVBE vendors in Windstream's financial system. The validated diverse supplier base provides the basis for the 2014 goals.
 - iii. The listing of vendor on SBA Dynamic Small Business Search /SAM website.

2. Derivation of Subcontracting Goals

- a. The subcontracting estimate is based on financial data that supports a projected forecast. In the compilation of subcontracting figures, overhead costs are included. Exclusions include payments made to/for employee salaries, expenses, benefits, leases, taxes, payments to federal and state governments, utilities (including wireless phone carriers), not-for-profit corporations, and payments made to affiliates.
- b. The large and small business subcontracting goals were developed from data furnished through Windstream's Accounts Payable department. The Accounts Payable department, which has visibility to most categories of Windstream's purchasing through Windstream's financial system, maintains spend data for subcontracting and for all vendors identified/coded as MWDVBE in Windstream's financial system.
- c. Avoiding Duplication: Because some of the businesses are in more than one category, for example both women-owned and veteran-owned, they are included in both categories. In response to SBA

III. GOALS

instructions, firms meeting more than one category will continue to be shown in all applicable categories.

- d We continue working on obtaining classifications from all of our referral agents which will increase our achievement since many are small business entities.

D Windstream identifies potential subcontractors using the following source lists and organizations:

As described above, Windstream identifies potential small, small disadvantaged, HUBZone, women-owned, veteran-owned and service-disabled veteran-owned subcontractors through use of the SBA Dynamic Small Business Search database and its own subcontractor database compiled by its Supplier Diversity Initiative. Windstream also uses the following additional sources to identify vendors: Dynamic Small Business Search, MBISYS, CPUC Clearinghouse, SW Women's Business Council, TIG (Telecommunications Industry Group) MBE Supplier List, State of NC HUB Program, Arkansas Highways Suppliers, Florida's Certified MBE Directory, State of Texas HUB Program, State of New York, State of North Carolina, MWBE Directory, The Industrial Resource Network, National Association of Minority Automobile Dealers, Hispanic Diversity E-Business Network, National Native American Business Directory, Office of Minority Women Business Enterprise. Windstream will continue corporate sponsorships with three leading diversity councils, Women's Business Council Southwest, Women's Business Enterprise National Council and the National Minority Supplier Development Council (WBCS, WBENC, NMSDC) with a stronger emphasis placed on the WBCS due to its geographical presence to our headquarters. Additionally, we will continue our relationship with CVM Solutions, Inc. and continue to use their Comprehensive Vendor Management service which performs our annual diversity scrub which ensures that we have updated diversity certification on all existing suppliers. In other words, CVM ensures that we are counting each and every diversity supplier. Windstream will seek to increase Veteran and Hubzone participation through targeted outreach. Windstream is working with the SBA Commercial Market Representative to increase its Small Business Subcontracting.

E Indirect and overhead costs ☒ HAVE BEEN (or) ☐ HAVE NOT BEEN included in the dollar and percentage subcontracting goals stated above.

- a. Exclusions include payments made to/for employee salaries, expenses, benefits, leases, taxes, payments to federal and state governments, utilities (including wireless phone carriers), not-for-profit corporations, and payments made to affiliates.

IV. PROGRAM ADMINISTRATOR

Name William Manooch
Title/Position: Government Services Manager
Address: Windstream Communications, Inc., 2301 Lucien Way, Maitland, FL 32751
Telephone: 407-447-6671
Fax number: 330-486-4072
Email: bill.manooch@windstream.com

Alternate POC with contact information: Sandra Sawyer 4001 Rodney Parham RD, Little Rock, AR 72212
Address/Telephone Number/Email Address: 501-748-5839 sandra.sawyer@windstream.com

Duties The Program Administrator shall have general overall responsibility for the Contractor's subcontracting program, i.e., developing, preparing, and executing subcontracting plans and monitoring performance relative to this particular plan. Such duties [found in FAR 52.219-9(e)] may include, but are not limited to, the following:

1. Assist SB, VOSB, SDVOSB, HUBZone, SDB and WOSB concerns by arranging solicitations, time for the preparation of bids, quantities, specifications, and delivery schedules so as to facilitate the participation by such concerns. Where the Contractor's lists of potential SB, VOSB, SDVOSB, HUBZone, SDB and WOSB subcontractors are excessively long, reasonable effort shall be made to give all such small business concerns an opportunity to compete over a period of time.
2. Provide adequate and timely consideration of the potentialities of SB, VOSB, SDVOSB, HUBZone, SDB and WOSB concerns in all "make-or-buy" decisions.
3. Counsel and discuss subcontracting opportunities with representatives of SB, VOSB, SDVOSB, HUBZone, SDB and WOSB firms.
4. Confirm that a subcontractor representing itself as a HUBZone small business concern is identified as a certified HUBZone small business concern by accessing the Central Contractor Registration (CCR) database or by contacting SBA.
5. Provide notice to subcontractors concerning penalties and remedies for misrepresentations of business status as small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, or service-disabled veteran-owned small business for the purpose of obtaining a subcontract that is to be included as part or all of a goal contained in the contractor's subcontracting plan. HUBZone small business concerns shall provide a copy of their Small Business Administration (SBA) certification.

Each SB, HUBZone, SDB, WOSB, VOSB, and SDVOSB concern on record as a potential subcontractor shall complete a self-certification form stating their business size. A penalties clause for falsifying information will also be on the form according to the legal statute 15 U.S.C. 645(d). Note, the following notice will read near the business owner's signature:

"NOTICE: In accordance with U.S.C. 645(d), any person who misrepresents a firm's proper size classification shall (1) be punishable by imposition of a fine, imprisonment, or both, (2) be subject to administrative remedies, and (3) be ineligible for participation in programs conducted under the authority of the Small Business Act."

6. Develop and promote company/division policy statements that demonstrate the company's/division's support for awarding contracts and subcontracts to SB, VOSB, SDVOSB, HUBZone, SDB and WOSB concerns.

7. Develop and maintain bidders' lists of SB, VOSB, SDVOSB, HUBZone, SDB and WOSB concerns from all possible sources.

8. Ensure periodic rotation of potential subcontractors on bidders' lists.

9. Ensure that SB, VOSB, SDVOSB, HUBZone, SDB and WOSB concerns are included on the bidders' list for every subcontract solicitation for products and services they are capable of providing.

10. Ensure that subcontract procurement "packages" are designed to permit the maximum possible participation of SB, VOSB, SDVOSB, HUBZone, SDB and WOSB concerns.

11. Review subcontract solicitations to remove statements, clauses, etc., which might tend to restrict or prohibit SB, VOSB, SDVOSB, HUBZone, SDB and WOSB concerns.

12. Ensure that the subcontract bid proposal review board documents its reasons for not selecting any low bids submitted by SB, VOSB, SDVOSB, HUBZone, SDB and WOSB concerns.

13. Oversee the establishment and maintenance of contract and subcontract award records.

14. Attend or arrange for the attendance of company counselors at Business Opportunity Workshops, Minority Business Enterprise Seminars, Trade Fairs, etc.

15. Directly or indirectly counsel SB, VOSB, SDVOSB, HUBZone, SDB and WOSB concerns on subcontracting opportunities and how to prepare bids to the company.

16. Conduct or arrange training for purchasing personnel regarding the intent and impact of Section 8(d) of the Small Business Act on purchasing procedures.

17. Develop and maintain an incentive program for buyers that support the subcontracting program.

18. Monitor the company's performance and make any adjustments necessary to achieve the subcontract plan goals.

19. Prepare and submit timely reports.

20. Coordinate the company's activities during compliance reviews by Federal agencies.

PLEASE CHECK IF YOU AGREE WITH ALL THE ABOVE DUTIES AND IF NOT PLEASE PROVIDE AN EXPLANATION.

YES ☒ NO

Windstream will make every effort to ensure equitable opportunity to compete for subcontracts. These efforts may include one or more of the following activities:

A. Outreach efforts to obtain sources:

1. Contact minority and small business trade associations;
2. Contact business development organizations;
3. Request sources from the Dynamic Small Business Search at : http://dsbs.sba.gov/dsbs/search/dsp_dsbs.cfm and
4. Attend small minority and women-owned procurement conferences and trade shows.

B. Internal efforts to guide and encourage purchasing personnel:

1. Present workshops, seminars and training programs;
2. Establish, maintain and use *SB (including ANCs and Indian tribes), VOSB, SDVOSB, HUBZone, SDB (including ANCs and Indian tribes), and WOSB* source lists, guides, and other data for soliciting subcontracts;
3. Monitor activities to evaluate compliance with the subcontracting plan, and

V. EQUITABLE OPPORTUNITY

4. Provide guidance on using the Dynamic Small Business Search at http://dsbs.sba.gov/dsbs/search/dsp_dsbs.cfm to identify *SB (including ANC's and Indian tribes)*, *VOSB*, *SDVOSB*, *HUBZone*, *SDB (including ANC's and Indian tribes)*, and *WOSB* concerns.

PLEASE CHECK IF YOU AGREE WITH ALL THE ABOVE DUTIES AND IF NOT PLEASE PROVIDE AN EXPLANATION.

YES ☐ NO ☒

C. Other Additional efforts. (Please describe below)

As part of its outreach, Windstream's Supplier Diversity's personnel works closely with its' regional Small Business Administration Representatives to meet its goals.

For 2015 Windstream has created a dedicated budget to support growth of our small business, minority, veteran and women owned spending. We have set a goal of two events per quarter for 2015.

VI. ASSURANCES OF CLAUSE INCLUSION AND FLOW DOWN

Windstream agrees to include the FAR Clause 52.219-8, "Utilization of Small Business Concerns" in all subcontracts that offer further subcontracting opportunities, and will require all subcontractors (*except small business concerns*) that receive subcontracts in excess of \$650,000 (\$1,500,000 for construction) to adopt a plan that complies with the requirements of the clause at 52.219-9 Small Business Subcontracting Plan.

VII. REPORTING AND COOPERATION

Windstream agrees to:

- (i) Cooperate in any studies or surveys as may be required,
- (ii) Submit periodic reports so that the Government can determine the extent of compliance by the offeror with the subcontracting plan,
- (iii) Submit the Summary Subcontract Report (SSR) using the Electronic Subcontracting Reporting System (eSRS) (<http://www.esrs.gov>), following the instructions in the eSRS,
- (iv) Ensure that its subcontractors with subcontracting plans agree to submit the ISR and/or the SSR using the eSRS,
- (v) Provide its prime contract number and its DUNS number and the e-mail address of the Government or Contractor official responsible for acknowledging or rejecting the reports, to all first-tier subcontractors with subcontracting plans so they can enter this information into the eSRS when submitting their reports, and
- (vi) Require that each subcontractor with a subcontracting plan provide the prime contract number and its own DUNS number, and the e-mail address of the Government or Contractor official responsible for acknowledging or rejecting the reports, to its subcontractors with subcontracting plans.

Reports are to be submitted within 30 days after the close of each calendar period as indicated in the following chart:

<u>Calendar Period</u>	<u>Report Due</u>	<u>Date Due</u>	<u>Submit Report To www.esrs.gov with email to:</u>
10/01-09/30	SSR	10/30	Administrative Contracting Officer

VIII. RECORDKEEPING

Windstream will maintain records concerning procedures that have been adopted to comply with the requirements and goals in the plan, including establishing source lists, and a description of efforts to locate *SB (including ANC's and Indian tribes)*, *VOSB*, *SDVOSB*, *HUBZone*, *SDB (including ANC's and Indian tribes)*, and *WOSB* concerns and award subcontracts to them. The records shall include at least the following on a company-wide basis:

V. EQUITABLE OPPORTUNITY

1. Source lists (e.g. DSBS), guides, and other data that identify SB (including ANCs and Indian tribes), VOSB, SDVOSB, HUBZone, SDB (including ANCs and Indian tribes), and WOSB concerns
2. Organizations contacted in an attempt to locate sources that are SB (including ANCs and Indian tribes), VOSB, SDVOSB, HUBZone, SDB (including ANCs and Indian tribes), and WOSB concerns
3. Records on each subcontract solicitation resulting in an award of more than \$150,000, indicating
 - (A) Whether small business concerns were solicited and, if not, why not,
 - (B) Whether veteran-owned small business concerns were solicited and, if not, why not,
 - (C) Whether service-disabled veteran-owned small business concerns were solicited and, if not, why not,
 - (D) Whether HUBZone small business concerns were solicited and, if not, why not,
 - (E) Whether small disadvantaged business concerns were solicited and, if not, why not,
 - (F) Whether women-owned small business concerns were solicited and, if not, why not, and
 - (G) If applicable, the reason award was not made to a small business concern
4. Records of any outreach efforts to contact
 - (A) Trade associations,
 - (B) Business development organizations,
 - (C) Conferences and trade fairs to locate small, HUBZone small, small disadvantaged, and women-owned small business sources, and
 - (D) Veterans service organizations.
5. Records of internal guidance and encouragement provided to buyers through
 - (A) Workshops, seminars, training, etc., and
 - (B) Monitoring performance to evaluate compliance with the program's requirements

IX. STATUTORY REQUIREMENTS

FAR 19.702 requires any contractor receiving a contract for more than the simplified acquisition threshold must agree in the contract that SB (including ANCs and Indian tribes), VOSB, SDVOSB, HUBZone, SDB (including ANCs and Indian tribes), and WOSB concerns will have the maximum practicable opportunity to participate in contract performance consistent with its efficient performance. It is further the policy of the United States that its prime contractors establish procedures to ensure the timely payment of amounts due pursuant to the terms of their subcontracts with SB (including ANCs and Indian tribes), VOSB, SDVOSB, HUBZone, SDB (including ANCs and Indian tribes), and WOSB concerns

X. DESCRIPTION OF GOOD FAITH EFFORT

As stated in 15 U.S.C. 637(d)(8) and FAR 19.702(c) any contractor or subcontractor failing to comply in good faith with the requirements of the subcontracting plan is in material breach of its contract. Further, 15 U.S.C. 637(d)(4)(F) directs that a contractor's failure to make a good faith effort to comply with the requirements of the subcontracting plan shall result in the imposition of liquidated damages. Liquidated damages shall be paid by the contractor.

Windstream will take the following steps to demonstrate compliance with a good faith effort in achieving small business subcontracting goals:

Description of good faith effort:

Windstream has developed its Supplier Diversity Initiative, publicizing the initiative and its objectives within the company, actively promoting the use of MWDVBE businesses in purchases of goods and services, establishing

V. EQUITABLE OPPORTUNITY

aggressive diversity targets, providing recognition for successful contracting with diverse companies, maintaining good record keeping processes, and providing supplier diversity training to buyers and purchasing professionals. Windstream will expand its Supplier Diversity database to help identify qualified subcontractors businesses for purchasing opportunities at Windstream, and maintain classifications for MWDVBE businesses. It will identify and collect certifications for small businesses currently being used but not yet identified.

Windstream will seek qualified suppliers through Dynamic Small Business Search and will work together with its local SBA representatives to locate and develop qualified small businesses for purchasing opportunities at

Windstream. It will periodically attend SBA meetings and the SBA's development meeting to connect with local small businesses as part of SBA's program. Windstream will work together with the National Minority Supplier Development Council and its regional office, the Arkansas/Mississippi Minority Supplier Development Council, to locate and develop qualified suppliers for bids. It will attend and actively participate in meetings to meet minority businesses and attend minority business networking events. Windstream will also attend the NMSDC National Business Opportunity Fair and the Telecommunications Industry events, including participating in one-on-one matchmaking events with small businesses.

Windstream will work together with the Womens Business Enterprise National Council (WBENC) to identify and develop women-owned businesses for purchasing opportunities at Windstream. It will attend the WBENC National Business Opportunity Fair and participate in regional events held by the Southwest Women's Business Council, our regional chapter of WBENC.

WINDSTREAM will work with its CMR and regional SBA office to identify subcontracting opportunities with service disabled veteran and HUBZone small businesses.

The above requirements of an acceptable plan will be negotiated with the contracting officer prior to approval. Windstream understands that this subcontracting plan will be made a material part of the contract and that the submission of the SSR will be made a line item deliverable in the contract.

XI. **SIGNATURE REQUIRED:** Plan must be signed and dated by a company official. This

XII. subcontracting plan was SUBMITTED by

Typed Name: William Manooch
Title: Senior Consultant Government Support
Windstream Communications 407-
447-6671 Fax 330-486-4072
bill.manooch@windstream.com



Date signed 2/27/2015

This subcontracting plan was APPROVED by

Signature:
Typed Name: Duboi Luu
Title: Administrative Contracting Officer
General Services Administration 617-
565-7624 Fax 617-565-7629
duboi.luu@gsa.gov

Date Signed



Corporate Office
901 Explorer Blvd.
Huntsville, AL 35806

U.S. Mail
P.O. Box 140000
Huntsville, AL 35814-4000

Toll Free: 1 800 9ADTRAN
Telephone: 256 963.8000
<http://www.adtran.com>

May 2, 2013

To Whom It May Concern:

Throughout my tenure at ADTRAN, I have worked with Windstream personnel on a daily basis, supporting both the deployment of new services and enhancement of services for existing Windstream customers. This has involved work for both business and residential customers of Windstream, while interacting with all organizations within Windstream including engineering, operations, procurement, and sales.

It is with well earned respect from these experiences that I can recommend Windstream products and services. From Windstream's senior management to the technicians in the field, all employees work as a team focused on delivering the solutions that are best for their customers.

As a business partner, the relationship between Windstream and ADTRAN has grown each year. Windstream has not only been a partner in good standing for well over 10 years, but Windstream is one of ADTRAN's strongest partners. We look forward to the continued success of this relationship.

Sincerely,

A handwritten signature in blue ink, appearing to read "Brent Cancienne", with a long horizontal flourish extending to the right.

Brent Cancienne
National Account Manager - Windstream
ADTRAN



August 21, 2013

Re: Windstream Communications, Inc doing business as Windstream Communications
Headquartered in Little Rock, Arkansas, US
Link ID: 401515

Avaya Inc. ("Avaya") is pleased to confirm that **Windstream Communications, Inc** is an authorized Service Provider of Avaya Products and Solutions at the Platinum certification level. Windstream Communications, Inc has also earned the following specializations: Service Expert and SME Expert.

As an Avaya authorized partner, Windstream Communications, Inc is authorized to resell and offer design services for the following business systems and associated peripheral equipment to end user companies: Contact Center, SME Communications, Unified Communications, Networking, UC Video, Business Communications Manager, Software Communication System, Norstar, NES Contact Center, Media Processing Server (MPS) 500, Media Processing Server (MPS) 1000, Communication Server 2100, Meridian 1, DevConnect Select Product Program (SPP)

Additionally, Windstream Communications, Inc is authorized to provide installation and maintenance services either directly or in partnership with Avaya for the following:

Installation: Avaya Call Management System, Business Communications Manager, Software Communication System, Norstar, Communication Server 2100, Communication Server 1000 (Release 7.0 and earlier), NES Contact Center, Meridian 1, Avaya Aura Contact Center CCT and Multimedia, Avaya Aura CM, CM Messaging, SME Communications, Avaya Aura Contact Center, CallPilot, Communication Server 1000 for Avaya Aura, Application Enablement Services (AES), Avaya Aura One-X UC Soft Client, Avaya Aura Session/System Manager, Avaya Call Center CTI Applications, Avaya Call Center Elite, Avaya Modular Messaging: IBM Lotus Domino Msg Store, Avaya Modular Messaging: Microsoft Exchange Msg Store, Avaya Session Border Controller Enterprise, Avaya Aura Messaging

Maintenance: SME Communications, Avaya Aura CM, CM Messaging, Avaya Aura Session/System Manager, CallPilot, Communication Server 1000 for Avaya Aura, Business Communications Manager, Software Communication System, Norstar, Communication Server 2100, Communication Server 1000 (Release 7.0 and earlier), NES Contact Center, Meridian 1, Avaya Aura Messaging, Avaya Aura Contact Center, Avaya Session Border Controller Enterprise

Avaya will honor its end-user warranty for these products which are purchased from Windstream Communications, Inc. In the unlikely event that Windstream Communications, Inc is unavailable to handle a warranty claim or request for maintenance support, Avaya can offer these services directly.

As an authorized Avaya Service Provider, Windstream Communications, Inc is authorized to provide the following for Avaya Products:

- Procure product and services from Avaya or Stocking Distributors (as approved) for resale to end users;
- Extend Avaya Software license to end users;
- Extend Avaya factory warranties to end users;
- Obtain technical support services from Avaya;
- Obtain and license Avaya Software Upgrades to end users;
- Access Avaya engineering, system configuration and pricing tools;
- Access sales, technical, installation and maintenance training courses; and

- Participate in Avaya-sponsored marketing programs and product events.

Thank you for your confidence in Avaya.

Regards

Avaya Worldwide Channel Team

Sep 27, 2012

Windstream achieves gold and master managed services certifications from Cisco

LITTLE ROCK, Ark.—Windstream (Nasdaq: WIN), a leading provider of advanced network communications, announced today that it has achieved Cisco® Gold Certification and Master Managed Services Certification.

“The most important part of being recognized as a Cisco Gold Certified Partner, is it shows that we truly put the customer first,” said Don Perkins, Windstream vice president of Business Marketing. “From technology development to service delivery, our partnership with Cisco enables us to provide customers with an enduring level of support for their data systems and networking solutions.”

To earn Gold Certification, Windstream had to meet rigorous standards set forth by Cisco in networking competency, service, support, and customer satisfaction. Cisco Gold Certification provides Windstream with access to comprehensive sales, technical, and lifecycle services training and support available from Cisco.

“We are committed to providing tools, training, and programs to help drive partner growth, differentiation, and profitability,” said Edison Peres, senior vice president of worldwide channels for Cisco. “With specializations in unified communications, routing and switching, security, and wireless LAN, Windstream has made an investment in developing the capability to deliver the integrated and customized technology solutions that today’s customers demand.”

Master Managed Services Certification recognizes Windstream’s investment in the ITIL® processes, practices and tools necessary to provide high-quality managed services. As a Cisco Master Managed Services Certified Partner, Windstream has demonstrated the ability to deliver sophisticated solutions, met stringent requirements that reflect a depth of capabilities, and undergone an independent audit by an objective third-party auditor. Windstream was also required to offer at least two managed services using the resources and procedures necessary to deploy, manage and support Cisco solutions.

Windstream currently offers businesses a full suite of Cisco’s data products—including routers, switches, wireless access devices, and security technologies. It delivers network solutions to customers that provide secure, unconstrained connectivity between employees and their information.

For more information about Windstream’s data, voice, network, and cloud solutions, visit windstreambusiness.com.

About Windstream

Windstream Corp. (Nasdaq: WIN) is a leading provider of advanced network communications, including cloud computing and managed services, to businesses nationwide. The company also offers broadband, phone and digital TV services to consumers primarily in rural areas. Windstream has more than \$6 billion in annual revenues and is listed on the S&P 500 index. For more information, visit www.windstream.com.

Cisco, the Cisco logo, Cisco Systems and Cisco TelePresence are registered trademarks of Cisco Systems Inc. in the United States and certain other countries.

Windstream Contact:

Alice Hartnett
704-887-0327
alice.hartnett@windstream.com



December 18, 2014

Windstream Communications Inc
Windstream
4001 N RODNEY PARHAM RD # 101
LITTLE ROCK, AR, 72212

To whom it may concern:

Windstream Communications Inc is an HP Authorized Partner in USA and is authorized to source from an HP Authorized Distributor and resell the following to end user customers in USA.

- All commercial and open products not requiring additional authorization
- Enterprise Networking Specialist
- Tipping Point

Sincerely,

A handwritten signature in black ink, appearing to read 'Adriana Mejias', written over a horizontal line.

Adriana Mejias.
Hewlett-Packard Company
Americas Partner Contracts and Compliance

Provisions for purchase with federal funds for contracts exceeding \$100,000
These forms are for non-construction contracts

Many TIPS members (grantees and sub-grantees) purchase goods and services with federal funds. When a member engages a contract exceeding \$100,000 and paid with federal funds, provisions are triggered by various Code of Federal Regulations requirements. Primarily 34 CFR 80.36 from the Department of Education and 7 CFR 3015 & 3016 from the Department of Agriculture for School Lunch Program. There may be other Federal programs from time to time that are not enumerated above that may fund certain projects using outside vendors. These are not optional for the contracting entity and in order to spend the federal funds certain provision and certifications must be in place to ensure legal compliance.

If your company wishes to be eligible to participate in a TIPS contract in which a member utilizes federal funds on contracts exceeding \$100,000, you must complete the following forms can provide the certifications as required on the subsequent pages.

Do you wish to be eligible to participate in a TIPS contract in which a member utilizes federal funds on contracts exceeding \$100,000?

Check your response?

YES ☒ NO ☐

 6 - 4 - 15

Signature of Authorized Company Official Date

Charles Flaherty

Printed Name of Authorized Company Official

Windstream Services, LLC on behalf of itself and its Affiliates

Company Name

Attach to this page a current W-9 form

Please complete the forms below

Legal Compliance

It is the proposing company's duty and responsibility to have knowledge of and be responsible for the compliance with all applicable laws, rules and regulations as they apply to this procurement process and any subsequent award. The vendor agrees to comply, in all relevant respects, with all Federal, State, and Local laws, rules and regulations related to the performance of services or supply of goods to TIPS or TIPS members?

Does vendor agree? YES cf Initial of Authorized Company Official

Non-Collusive Bidding Certificate

By submitting a proposal in response to a Request for Proposals or other procurement device containing this clause, you certify that you are authorized to certify to the following:

- 1) This bid or proposal has been independently arrived at without collusion with any other Bidder or with any Competitor;
- 2) This bid or proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of bids, or proposals for this project, to any other Bidder, Competitor or potential competitor;
- 3) No attempt has been or will be made to induce any other person, partnership or corporation to submit or not to submit a bid or proposal;
- 4) The person signing this bid or proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the Bidder as well as to the person signing in its behalf.

The vendor complied with #1 through 4 above? YES CF Initial of Authorized Company Official

SUSPENSION OR DEBARMENT CERTIFICATE

Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$25,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

You certify that no suspension or disbarment is in place, which would preclude receiving a federally funded contract under the Federal OMB, A-102, common rules

The vendor has not been debarred? YES CF Initial of Authorized Company Official

Windstream will have to have the opportunity to confirm on a case by case basis whether or not it can make the various certifications required concerning its lobbying activities and application of any such certifications will be limited to the specific sub-award that Windstream is being awarded.

Certification Regarding Lobbying

Applicable to Grants, Subgrants, Cooperative Agreements, and Contracts Exceeding \$100,000 in Federal Funds

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to a civil penalty of not less than

\$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "disclosure Form to Report Lobbing," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all covered subawards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Windstream Services, LLC on behalf of itself and its Affiliates

Name of Organization

4001 Rodney Parham Road, Little Rock, AR 72212

Address of Organization

Charles Flaherty, VP-Sales, ISG

Name / Title of Submitting Official



Signature of Submitting Official

6-4-15

Signature Date

Provisions for purchase with federal funds for contracts exceeding \$100,000

Federal Rule (1) Administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as may be appropriate. (Contracts more than the simplified acquisition threshold)

Notice: Pursuant to Federal Rule (1) above, when federal funds are expended by TIPS Member, TIPS Member reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does vendor agree? YES CF Initial of Authorized Company Official

Federal Rule (2) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)

Pursuant to Federal Rule (2) above, when federal funds are expended by TIPS Member, TIPS Member reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for cause after giving the vendor an appropriate opportunity and up to 30 days, to cure the causal breach of terms and conditions. TIPS Member reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for convenience with 30 days notice in writing to the awarded vendor. Any award under this procurement process is not exclusive and the District reserves the right to purchase goods and services from other vendors when it is in the best interest of the District.

Does vendor agree? YES CF Initial of Authorized Company Official

Federal Rule (7) Notice of awarding agency requirements and regulations pertaining to reporting.

Pursuant to Federal Rule (7) above, when federal funds are expended by TIPS Member, TIPS Member requires that the proposer certify that during the term of an award by the TIPS Member resulting from this procurement process the vendor will provide reports and documentation required by all applicable law and state and federal regulations upon request by the TIPS Member or any relevant state of federal agency.

Does vendor agree? YES CF Initial of Authorized Company Official

Federal Rule (8) Notice of awarding agency requirements and regulations pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under such contract.

Provisions for purchase with federal funds for contracts exceeding \$100,000

Pursuant to Federal Rule (8) above, when federal funds are expended by TIPS Member, TIPS Member shall address any requirements and regulations pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under such contract in the contract document and absent language to the contrary or if the contract silent on the subject, the District retains all rights thereto.

Does vendor agree? YES CF Initial of Authorized Company Official

Federal Rule (9) Awarding agency requirements and regulations pertaining to copyrights and rights in data.

Pursuant to Federal Rule (9) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that during the term of an award by the TIPS Member resulting for this procurement process the vendor will surrender upon request any copyrighted materials owned by the TIPS Member but used in the awarded contract performance unless otherwise agreed in a written document by the parties. TIPS Member reserves the rights to all data created or provided to the vendor for the purpose of contract performance resulting for this procurement process and the vendor will surrender such data upon request unless otherwise agreed in a written document by the parties. If the contract is silent or not dispositive on the subject matter data or copyrights TIPS Member retains all rights in the data developed or gathered during the contract term.

Does vendor agree? YES CF Initial of Authorized Company Official

Federal Rule (10) Access by the grantee, the subgrantee, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions.

Pursuant to Federal Rule (9) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that during the term and after the awarded term of an award by the TIPS Member resulting for this procurement process the vendor will grant access by the grantee, the subgrantee, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions.

Does vendor agree? YES CF Initial of Authorized Company Official

Provisions for purchase with federal funds for contracts exceeding \$100,000

Federal Rule (11) Retention of all required records for three years after grantees or subgrantees make final payments and all other pending matters are closed.

Pursuant to Federal Rule (11) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that the awarded vendor retain of all required records for three years after grantees or subgrantees make final payments and all other pending matters are closed.

Does vendor agree? YES CF Initial of Authorized Company Official

Federal Rule (12) Compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). (Contracts, subcontracts, and subgrants of amounts in excess of \$100,000)

Pursuant to Federal Rule (12) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that in performance of the contracts, subcontracts, and subgrants of amounts in excess of \$100,000, the vendor will be in compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15).

Does vendor agree? YES CF Initial of Authorized Company Official

Federal Rule (13) Mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

Pursuant to Federal Rule (13) above, when federal funds are expended by TIPS Member, TIPS Member requires proposer certify that during the term of an award by the TIPS Member resulting for this procurement process the vendor will be in compliance with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

Does vendor agree? YES CF Initial of Authorized Company Official

SUSPENSION OR DEBARMENT CERTIFICATE

Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$25,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

You certify that no suspension or disbarment is in place, which would preclude receiving a federally funded contract under the Federal OMB, A-102, common rules

Information may be found at <https://www.sam.gov/index.html>

Has the vendor been debarred from participation in Federal funds contracts?

NO ☒ Initial of Authorized Company Official

ef

YES ☐ Initial of Authorized Company Official

Company Official: Charles Flaherty

Company: Windstream Services, LLC

CONTRACT Signature Form

The undersigned hereby proposes and agrees to furnish goods and/or services in compliance with the terms, specifications and conditions at the prices quoted unless noted in writing. The undersigned further certifies that he or she is an authorized agent of the company and has authority to negotiate and contract for the company named below.

Company Name: Windstream Services, LLC on behalf of itself and its Affiliates

Mailing Address: 4001 Rodney Parham Road

City: Little Rock

State: AR

Zip: 72212

Telephone Number: (757) 213-6700

Fax Number: _____

Email Address: Charles.Flaherty@windstream.com

Authorized Signature: 

Printed Name: Charles Flaherty

Position: Vice President-Sales, ISG

This contract is for a total TERM of one year with the option of two additional years. Vendors shall honor the participation fee for any sales made based on the TIPS contract. Failure to pay the fee will be grounds for termination of contract and will affect the award of future contracts.

Blende McNatt 7-16-15
TIPS Authorized Signature Date

David Wayne Fitts 7-16-15
Approved by Region VIII ESC Date

References

**** Must have at least 3 References. References must be School, City, County, University, State Agency or Other Government.**

Organization	City	State	Contact Name	Contact Phone
Chambers County Communications Dept.	Anahuac	TX	Quinten Adams	409-267-2453
Mericopa County Sherrif's Office	Phoenix	AZ	Natividad (Nati) Karnafel	602-876-1887
Wharton County Junior College	Wharton	TX	John Miller	(979) 532-4560



ADTRAN WARRANTY

WARRANTY: During the warranty period and subject to the limitations herein, ADTRAN warrants that items sold by ADTRAN and supplied under Buyer's order shall be free from defects in materials and workmanship and will conform to applicable specifications. This warranty extends only to the original end user customer and is not transferable. Any such transfer shall void the above warranty. ADTRAN's liability herein, whether based upon breach of warranty or contract or negligence in manufacture, shall be limited to replacement or repair at ADTRAN's election of all such defective or nonconforming items, provided that this warranty shall apply only where Buyer has given ADTRAN written notice of such defects or nonconformity within the applicable warranty period. ADTRAN shall have the right prior to return to inspect at Buyer's facility any items claimed to be defective or nonconforming.

WARRANTY PERIOD: The warranty period applicable for your ADTRAN item supplied under Buyer's orders may be viewed at ADTRAN's website. All warranty periods begin on date of shipment from ADTRAN. All software is warranted for ninety (90) days, subject to the applicable license agreement.

The foregoing constitutes the sole and exclusive remedy of the Buyer and exclusive liability of ADTRAN AND IS IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED OR STATUTORY AS TO MERCHANTABILITY, FITNESS FOR PURPOSE SOLD, DESCRIPTION, QUALITY, PRODUCTIVENESS, NON-INFRINGEMENT OF ANY THIRD-PARTY INTELLECTUAL PROPERTY RIGHTS OR ANY OTHER MATTER. Without limiting the foregoing, in no event shall ADTRAN or its suppliers be liable to Buyer for any incidental, special, punitive, exemplary or consequential damages experienced by either Buyer or a third party (including, but not limited to, loss of data or information, loss of profits, or loss of use). ADTRAN is not liable for damages for any cause whatsoever (whether based in contract, tort, or otherwise) in excess of the amount paid for the item.

RETURNS: Return authorization and an RMA number must be obtained from ADTRAN prior to return of any item for repair. Buyer's rights to repair or replacement are governed by this Warranty.

SHIPPING:

United States and Canada. The cost of shipping an in-warranty or out-of-warranty item from Buyer's facility back to ADTRAN shall be paid by the Buyer. The cost of shipping an in-warranty repaired or replaced item from ADTRAN back to the Buyer by surface carrier shall be paid by ADTRAN. At the request of the Buyer, ADTRAN will utilize other means of express shipment in which case the cost of the return using express shipping shall be paid by the Buyer. The cost of shipping an out-of-warranty repaired item from ADTRAN back to the Buyer shall be paid by Buyer. In the case of a DOA (see "Dead on Arrival" section below), the cost of shipping the defective item back to ADTRAN and the cost of shipping the replacement item to Buyer is paid by ADTRAN.

Outside of the United States and Canada. The Buyer shall pay the cost of shipping the item from Buyer's facility to an ADTRAN designated ADTRAN Repair Depot. ADTRAN will return in-warranty repaired or replacement item to Buyer's named placed Delivered Duty Paid ("DDP" INCOTERMS 2010) excluding Value Added Tax ("VAT"), meaning that ADTRAN will pay all costs, excluding VAT in bringing the item to the destination. In the case of a DOA (see "Dead on Arrival" section below), the cost of shipping the defective item to the designated repair depot and the cost of shipping the replacement item to Buyer, excluding VAT, is paid by ADTRAN.

REPAIR CHARGES: In-warranty repair will be made at no charge to Buyer provided that the reason for failure is not one of the exclusions under Warranty Restrictions herein. The cost of out-of-warranty repair is subject to a charge as quoted by ADTRAN. The cost of the repair will be invoiced to Buyer and return shipping expense will be the responsibility of the Buyer.

REPAIR WARRANTY: Repair work performed on an in-warranty item is warranted for the remainder of the original warranty period or six (6) months, whichever is greater. Repair work performed on an out-of-warranty item is warranted for six (6) months from the date of shipment of the repaired item from ADTRAN. This six (6) month period for in-warranty or out-of warranty repair covers only the actual repair(s) made to the item and is exclusive of potential non-related faults that may occur during the six (6) month period.

WARRANTY RESTRICTIONS: Modification or alteration to purchased items by Buyer, other than that specifically authorized in writing by ADTRAN, shall VOID AND NULLIFY, in its entirety, all warranty rights as set forth in the Warranty paragraph above. Any damage or malfunction resulting from exposure of the item to abnormal physical or electrical stress, abnormal environmental conditions, misuse, negligence, abuse, operation of item not in accordance with ADTRAN specification or other such cause shall VOID AND NULLIFY, in its entirety, all warranty rights for such item.

ENGINEERING UPDATES: ADTRAN reserves the right to upgrade and modify items during in-warranty or out-of-warranty repair without prior approval or notification to Buyer and without incurring any obligation or liability to make the same or similar changes in items previously manufactured.

DATA RIGHTS: Rights to any intellectual property residing in the items or any data furnished hereunder are not granted except by

specific written permission by an authorized representative of ADTRAN. Buyer shall have no right to copy, reverse engineer or reproduce, in whole or part, the item or any data thereof without the prior written consent of ADTRAN.

TECHNICAL SUPPORT: ADTRAN Technical Support is limited to troubleshooting and general use support. ADTRAN will provide Technical Support for the then current release of firmware and/or software and the previous release; however, ADTRAN's sole remedy may require Buyer to upgrade to the current product firmware and/or software release or appropriate release as determined by Technical Support to provide resolution.

RETURN MATERIAL AUTHORIZATION ("RMA") INFORMATION:

Dead-on Arrival ("DOA"). Dead on Arrival refers to an item that does not operate upon delivery. A DOA determination could apply to any item that, upon installation, does not technically work, fails at initial power-up or fails after a few hours of operation. An item will not be considered DOA if more than sixty (60) days have passed since it shipped from ADTRAN. ADTRAN's policy for handling DOA items associated with an installation ADTRAN is performing is specified in the applicable ADTRAN Installation Description of Service Offering. For items purchased from ADTRAN authorized resellers, the original end-user owner of the item may show proof that no more than forty-five (45) days have passed since the item was purchased from the reseller. For items determined by ADTRAN Technical Support to be DOA, ADTRAN will provide advance replacements (subject to product availability) in accordance with this DOA section and ADTRAN's RMA process. ADTRAN will use commercially reasonable efforts to ship advance replacements on the same business day when determination of hardware failure has been made before 5:00 PM in the time zone from where the replacement will ship, otherwise it will be scheduled to ship on the next business day. Advance replacements will be scheduled for next business day (NBD) delivery for locations within the United States. Defective item must be returned within thirty (30) days of the date of shipment of advance replacement item. If the defective item is not returned within the thirty (30) days, Buyer will be invoiced at list price for the advance replacement item using the provided purchase order number or if a credit card number was given in lieu of a purchase order then such credit card will be charged at that time. Replacement unit will be warranted for the remaining warranty period of the original item, and may be new or refurbished.

In-Warranty Advance Replacement. Certain ADTRAN items, as listed on ADTRAN's website, may include advance replacement as a standard warranty entitlement. In these cases, if ADTRAN Technical Support determines that the in-warranty unit has failed, ADTRAN will provide an advance replacement (subject to product availability). ADTRAN will use commercially reasonable efforts to ship advance replacements on the same business day when determination of hardware failure has been made before 5:00 PM in the time zone from where the replacement will ship, otherwise it will be scheduled to ship on the next business day. Advance replacements will be scheduled for next business day (NBD) delivery for locations within the United States. Defective items must be returned within thirty (30) days of the ship date of the advance replacement item. If the defective item is not returned within thirty (30) days, Buyer will be invoiced or charged list price for the advance replacement item. Replacement item will be warranted for the remaining warranty period of the original item, and may be new or refurbished.

Repair. Buyer may request an RMA number for any item sold by ADTRAN and found by the Buyer to be defective. Such returns may be subject to fees including the following: (1) No Trouble Found (NTF) – fee applies to any item, in-warranty or out-of warranty, tested and found to have no defect or failure, (2) Out-of-Warranty service – fee applies to any item returned outside the warranty term, (3) Service fee – applies to any item returned in a condition which voids the warranty, and (4) Out-of-Warranty Repair – fee applies to any item returned outside the warranty term and repaired by ADTRAN. Buyer may return in-warranty ADTRAN items for repair with or without involving ADTRAN's Technical Support department. In cases where Buyer elects to return the item to ADTRAN for repair without involving Technical Support, a No Trouble Found (NTF) as specified on ADTRAN's website will be assessed if the item is found not to be defective, covering handling and testing costs. If ADTRAN Technical Support is involved in troubleshooting the issue and approves the item's replacement, the NTF fee may be waived. In either case, ADTRAN's Customer Care Center will issue a Return Material Authorization (RMA) Number after customer provides ADTRAN with a valid serial number of the defective item. In-warranty items found to be NTF, with voided warranty, or out-of-warranty will be returned to Buyer at Buyer's expense and applicable fees will be invoiced.

For all RMA returns, the RMA number must be written clearly on the package label and returned to the address supplied by ADTRAN. ADTRAN's RMA process and additional instructions concerning submitting a request for a RMA can be found at http://adtran.com/web/page/portal/Adtran/wp_support_rma.

NOTIFICATION TO BUYERS IN EUROPEAN UNION ("EU") MEMBER COUNTRIES: ADTRAN item codes contain a nomenclature that indicates compliance with the EU's RoHS Directive (2002/95/EC). Compliant item codes either have a suffix of "Ex" (i.e. E1, E2, etc.) or "Gx" (i.e. G1, G2, etc.), or "EC" in the 5th and 6th positions. Non-compliant versions of ADTRAN items are identified by the suffix "Lx" (i.e. L1, L2, etc.). In the event that Buyer must ship a **non-compliant** ADTRAN item outside of the EU for repair or warranty claims, Buyer is responsible to register the item with customs **PRIOR** to shipment. The EU RoHS directive **prohibits** the return shipment of non-compliant items into the EU unless such item has been pre-registered. Buyers can register the item via Buyer's selected freight forwarder or in-country customs agency. Failure to register the item for re-entry will prevent ADTRAN from returning the repair or replacement item to an EU destination, and shall void any such ADTRAN warranty. ADTRAN may, at its option, elect to provide a RoHS compliant version of the item at additional expense to the Buyer.

Additional information on ADTRAN's warranty may be found at <http://www.adtran.com/warranty>.



Avaya Networking Product Lifetime Warranty Summary

Lifetime Hardware Warranty Offer

Avaya offers a Lifetime* Hardware warranty for the Ethernet Routing Switch (ERS) 2500 Series, ERS 3500 Series, ERS 4500 Series, ERS 4800 Series, ERS 5500 Series, ERS 5600 Series, ERS 5900 Series, Virtual Services Platform (VSP) 4000 Series, VSP 7000, VSP 7200 and VSP 8200 product lines (collectively, the "Product" or "Products"). This warranty does not apply to VSP 8400 series or any other series not specifically mentioned. This Lifetime* Hardware warranty applies for those Products that were shipped on or after July 1, 2009. The Lifetime* Hardware warranty offer includes the following:

- Lifetime* hardware warranty
- Next-business-day* shipment of an advanced replacement unit for failed hardware, for the lifetime* of the product
- Basic technical support during normal business hours for the lifetime* of the product
- 90 day access to self-service downloads of service packs/maintenance loads

Lifetime* Software Warranty Offer

Avaya offers a Lifetime* Software Warranty for the ERS 5900 series products. Lifetime* Software warranty provides access to software updates and bug fixes, if and when available, for the entitled platform(s). Software updates and bug fixes are intended to maintain compliance of the software with published specifications, release notes, and industry standards, and can be downloaded from the Avaya website at www.avaya.com/support.

What does 'Lifetime*' mean?

'Lifetime* Hardware warranty' means the period of time during the product lifecycle when Products are generally available for sale plus five (5) years after the "End of Sales" date has been declared by Avaya.

'Lifetime* Software warranty' means the period of time during the product lifecycle when Products are generally available for sale plus one (1) year after the 'End of Sales' date has been declared by Avaya.

What does 'Next-Business-Day*' mean?

If an eligible Product fails and requires a hardware replacement, Avaya will take all commercially reasonable measures to ship a replacement unit before the end of the next business day (NBD) to global destinations. Actual delivery will depend on regional courier capabilities. Assuming the business week is Monday to Friday, then the NBD for a "Monday" service request is Tuesday, and the NBD for a "Friday" service request is Monday. Local holidays are excluded.

What is a 'Sold To' registration?

A 'Sold To' (or FL# for non-US locations) registration is a customer information record in Avaya's customer database which identifies customer name, location, installed equipment, and other information related to customer installation. It is generally represented by a 10-digit 'Sold To'/FL# number. A 'Sold To'/FL# registration is established on behalf of the customer by either the Avaya-authorized Business Partner or by the Avaya account manager. It is strongly recommended that customers ensure their equipment is associated with a 'Sold To' (or FL#) number at time of installation to ensure timely access to Avaya support and entitlement services.



What if I don't have a 'Sold To' registration?

Customers who don't have a 'Sold To'/FL# registration and number should first contact their Business Partner or Avaya account manager to create the required 'Sold To'/FL# registration for use during the initial and any follow-on support calls.

For customers without access to an Avaya business partner or account manager, please follow the steps defined later in this document under "How do I contact Avaya Technical Support".

What does 'Advanced Replacement' mean?

In the context of the hardware portion of this warranty, the Advanced Replacement unit means that Avaya will ship a replacement Product in advance of receiving the failed unit back. This provides a significant value in that there is no required wait time for Avaya to first receive the failed unit before shipping a replacement. There is a 30 calendar day window, starting from the Delivery Date from Avaya, to return the RMA unit to Avaya or you will be billed for a new unit at the applicable list price. A restocking fee of 15% of the applicable list price may also be billed for units returned after 30 days. It is recommended that swap out of the defective unit with the Advanced Replacement unit occur as soon as possible to avoid any fees.

When does the Lifetime* Warranty apply?

The Lifetime Hardware Warranty applies to eligible Products that were shipped by Avaya or Nortel Enterprise Solutions on or after July 1, 2009. This includes Products that were purchased directly by End Users (Avaya direct sales) or via Channel Partners (Avaya indirect sales), and covers both new stock and remanufactured Products.

The Lifetime Software Warranty applies to specific eligible Products as defined by this document. The Lifetime* Software warranty is current available on the Ethernet Routing Switch (ERS) 5900 series.

Is the Lifetime* Warranty available worldwide?

Yes, the Lifetime Warranty is offered for our customers worldwide, covering: North America; Europe, the Middle East, & Africa; Asia Pacific; Greater China; and Caribbean and Latin America. The Technical Support service is available during normal business hours of operation (8am to 5pm local time, Monday through Friday, excluding local holidays).

Is the Lifetime* Warranty transferable if Products are re-sold by the original End User?

The Lifetime Warranty is only available to the original purchasing End User and it is not transferable to a subsequent purchaser or third party. Proof of purchase, in the form of an invoice, may be required when claiming warranty support if Serial Number does not match the End-user.

Does the Lifetime* Hardware Warranty offer apply to purchases prior to July 1, 2009?

The Lifetime* Hardware warranty offer is only available for shipments to end users of the stated Products on or after July 1, 2009. For shipments prior to this date there is no retroactive entitlement to the enhanced Lifetime Hardware Warranty and Basic Technical Support. The original warranty and entitlements will remain in force for older purchases.

At what point does Lifetime Warranty coverage start?

The Lifetime Warranty coverage commences on the Delivery Date of the Product. Delivery Date means the date the Product is transferred from Avaya to an authorized Transportation Services Carrier providing transit to either an End-User or Channel Partner. Delivery Date is absolute regardless of whether the Product is shipped directly to an End User or to a Channel Partner prior to receipt by an End User.



What is an 'RMA'?

An 'RMA' is a Return Materials Authorization. It is the formal process of requesting authorization from Avaya for you to return a piece of hardware for repair or replacement. You must follow the RMA process as defined for your respective region. Certain RMAs may require Avaya Technical Support validation in advance of issuing an RMA number. For more information contact your regional Avaya representative.

How are shipping costs handled for an RMA?

Avaya will pay for shipping costs of the advanced replacement unit, from Avaya's warehouse to the address provided in the RMA ticket, and for the costs of shipping the defective unit back to Avaya's warehouse.

What hardware components are covered under the Lifetime Hardware warranty support?

The Lifetime Warranty provides complete coverage for the base unit, including power supplies (Internal, Modular and Hot Swap Plug-in) and fans within the unit. Any additional parts (i.e. pluggable transceivers: SFP, XFP, SFP+) have a standard Avaya warranty. Cables and power cords have a three month warranty. The warranties do not extend to normal wear due to Product use, including consumables.

What items should be returned with the defective unit?

If the base unit is defective all modular parts and cables should be removed from the unit (SFP, XFP, SFP+, DC-DC Power Supplies, etc.) before returning the base unit back to Avaya.

If a modular part within the stackable switch fails (e.g., DC-DC Power Supply, AC or DC Hot-Swap Plug-in PSUs), the specific unit's part number should be referenced in the ticket request and only that unit should be returned back to Avaya. Additional components such as optional redundant power supplies and SFPs should be removed prior to returning the unit to Avaya. (Note: Please be specific on the Part Number/PEC Code to ensure correct field replacement units.)

Optical and Copper modules (SFP, XFP and SFP+) all have a standard product warranty. If these pluggable items should fail during the standard warranty period they also can be replaced through the RMA process.

You will need to transfer all Modular and Pluggable devices from the old unit to the new unit.

How do I contact the Avaya Technical Support?

Before contacting Avaya for technical support you will need to know the serial number of the equipment to confirm warranty coverage. Channel Partners and Customers will need their 'Sold To'/FL# (or Ship To) account ID (or number). You may also need an invoice covering the Product in question. If the Product is under a maintenance agreement, contact Avaya using your 'Sold To'/FL# account ID, as you would for any other issue.

For equipment without an active maintenance agreement or customers without a known 'Sold To'/FL# number, support can be obtained by following the steps below:

The fastest way to open a support ticket is via the Avaya Support web site at <http://support.avaya.com>.

There are two scenarios:

- 1) You do not have a Single Sign-on (SSO) login to Avaya Support via one or more Sold To numbers:

In this case, please register as a "No Relationship" user on the support site by choosing "Register Now" at the top of the page, or going directly to this link:

<https://sso.avaya.com/cxp/portal/SelfRegistration.portal>. In the 'My Relationship with Avaya' window, select 'No Relationship'.



Your login ID will be approved immediately, and you can then open a Service Request by logging onto the support website and choosing the "Service Requests" tab.

- 2) You have an SSO login to Avaya Support, but your LTW equipment is not associated with one of your 'Sold To'/FL# numbers:

Log onto the support website and choose the "Service Requests" tab, followed by "Create New Service Request". From your 'Sold To'/FL# list, choose "Sold-to (or FL#) not listed"

Note that if a customer SSO login is associated with a number of Soldto numbers, you may not see the "Sold-to (or FL#) not listed" option. In the window "Find your Sold to", type "00". The list should auto-populate with Soldto numbers associated with the SSO. At the bottom, the "Sold-to (or FL#) not listed" option will appear for selection.

In both cases, the following 'Create a Service Request' form will appear. Please indicate in the Problem Description that "This service request is for hardware replacement of equipment covered by Avaya Lifetime Warranty"; include the unit model number, serial number, and physical location; and provide a short description of the issue.

Two items to note: These Service Requests do not route outside of local business hours, and they are not visible via the web.

Customers using the 'No Relationship' or 'Sold-to not listed' processes may receive a call from an Avaya agent within 24 hours to validate or provide additional information necessary to open an RMA ticket for LTW hardware replacement.

Create a Service Request

By completing and submitting this request to open a service request you are indicating that you wish to engage Avaya's technical support for a non-Critical issue (use the Total Service Outage to report critical issues).

☐ I understand and accept Avaya Service Request Form [Terms of Use](#)

To initiate a Service Request please complete the *required fields, and an agent will contact you.

Contact Name	NR Avaya
Phone Number	9995551111
Email Address	nr.avaya@gmail.com
Sold To (if known)	Enter sold to (e.g. 0051111111)
Product Name*	Enter product name or partial product name
Business Impact*	Choose an Impact
Problem Description*	

SUBMIT **CANCEL**



If you are unable to open a support ticket through the Avaya Support web site, please follow the steps below:

- On <http://support.avaya.com>, under “Help & Policies” select “**Contact Avaya Support**” on the main page, in the bottom navigation area.
 - Select the country where maintenance support is required and call your selected phone number based on country, language and segmentation.
 - Where available choose the phone number for **Customer Maintenance**.
 - For United States, call 1-800-242-2121.
- During your phone call follow the prompts to create a new Service Request.
- If prompted for Customer or Partner, select **CUSTOMER**.
- Follow prompt to create a new Service Request.
- Enter ‘Sold To’/FL# number. If no ‘Sold To’/FL# number exists, follow the appropriate prompts to indicate no ‘Sold To’/FL# number
- Assuming no ‘Sold To’/FL#, you will be prompted for main telephone number. The system will search to determine if a ‘Sold To’/FL# number exists for that location. If the number is not found, you will be prompted for another number. If the second search is unsuccessful, additional prompts will be offered to guide user to appropriate service for no ‘Sold To’/FL# number.
- Follow prompts for “Former Nortel products” and “Hardware”.
- When speaking with an agent, request Warranty hardware replacement against the Data Product Lifetime Warranty.
- The Agent will ask you for the unit serial number to confirm warranty entitlement and may ask for an invoice as proof of purchase.
- Once your entitlement has been confirmed a ticket for a hardware repair and return will be created and you will be provided the ticket number and/or RMA number.

What is included in Basic Technical Support?

This service, which equates to Avaya’s first point of contact into Technical Support, covers:

- Diagnosing basic hardware & software issues through on-board diagnostics
- Known issue documentation provided via Avaya knowledge management (product bulletins, etc.)
- Emergency recovery service (system restoration)

Services not regarded as Basic Technical Support include interoperability troubleshooting, lab reproduction of issues, root cause analysis (RCA), installation support, capacity and engineering analysis. These are available to End Users who purchase an optional Avaya Service Contract.

What additional Support Services can be combined with Lifetime Warranty?

Avaya Offers additional Annual Maintenance and Support services which can be combined with the Lifetime Warranty to provide additional coverage.

End-users and Channel Partners can combine the Lifetime Warranty coverage with enhanced Avaya Technical Support Services. End-users and Channel Partners can complement their Lifetime warranty Next Business Day parts shipment by purchasing an Avaya Service contract for Managed Spares with or without Onsite Support that provides Next Business Day, Same Day or 4 Hour Delivery.

Enhanced Technical Support coverage service codes include the following: (Where xxx represents various code suffixes. Consult the Product Catalog for details.)

GX6100xxx (Retail) – Purchased through the Channel Partner, End-user receives direct Support from Avaya (available in US only)

Gx6300xxx (Wholesale) – Purchased through the Channel Partner, End-user receives direct Support from Avaya



Gx4300xxx (Co-delivery) – Purchased by the Channel Partner, Channel Partner provides Support to End-User with Avaya as back-up to Channel Partner

Gx5300xxx (Direct) – Purchased by the End-user, End-user receives direct Support from Avaya

End-users and Channel Partners wanting to ensure they stay current with the latest operational software updates / upgrades for products which are not covered by Lifetime* Software warranty can purchase an annual Software Release Subscription (SRS) Basic support service. This service provides access to major, minor, patch and new release software updates over the term of the agreement.

Software Release Subscription service codes include the following: (Where xxx represents various code suffixes. Consult the Product Catalog for details.)

GW6100xxx (Retail) – Purchased through the Channel Partner, End-user receives direct Support from Avaya (available in US only)

GW6300xxx (Wholesale) – Purchased thru the Channel, End-user receives direct Support from Avaya

GW5300xxx (Direct) – Purchased by the End-user, End-user receives direct Support from Avaya

A list of the Support Services ordering codes is included in the Services Price Book on the Global Pricing Catalogue (GPPC). This information is available to Channel Partners.

Are Lifetime Warranty/Technical Support and SRS Basic linked? Is it mandatory to have these together?

No. The Lifetime Hardware Warranty with Next Business Day replacement shipment, the Lifetime Software warrant for eligible products, the 90-day Software Warranty and the Lifetime Basic Technical Support are complimentary with the purchase of the Product. SRS Basic is an optional and very cost effective annual support contract that provides access to software updates and upgrades for the term of the agreement. There is no direct linkage between Lifetime Warranty Support and SRS Basic; End Users can either chose to buy SRS or not, or to have a higher level of support by purchasing one of the traditional Support Service Contract options.

How can I access Software Updates?

Self-service access to software updates is provided for the first 90 days or by Lifetime Software warranty for eligible products, i.e. corrective content for software defects. This is for End-users and Channel Partners who have an active Avaya Single Sign-on (SSO) Login (available and managed through the Customer Experience Portal) and have warranty and/or support agreement entitlements for the Products stated in this document.

- The software updates are located on Avaya's support website (<http://support.avaya.com>).
- Select "Products" from the top navigation area, and then enter the product name or use the "A-Z" list to navigate to the product page of interest.
- Once you are at the product page select "View Downloads and Documents" to navigate to the software download pages.
- The drop down filter on this page allows navigation of the major software releases where you will find all released maintenance code for each code stream.

For former Nortel Customers:

What is a 'Sold To' number?

A "Sold To" (or Functional Location # (FL#) for non-US customers) is an Avaya account number for a specific customer location. A 'Sold To'/FL# number is similar to the Nortel SiteID which was a Nortel unique identification



number generated and provided by Nortel to End-Users. For Heritage Nortel customers, a tool that translates your Nortel Site ID into an Avaya 'Sold To'/FL# number is available at <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C2010811142834122016>.

How do I use my 'Sold To' Number?

If your Avaya Login is registered with your 'Sold To'/FL# account number, you have access to the Avaya Support Web site and/or other protected sites for Documentation, Software and creating Service Requests. For example, when you create a Service Request on the web, you will need to provide an address, contact information, etc. This information is stored against your 'Sold To'/FL# account number.

For web ticketing use the following procedure:

- <http://support.avaya.com>
- Select "Service Requests" on the main page, in the top navigation area.
- Select "Create New Service Request" and enter the information requested in the online form.

For remote support use the following procedure:

- <http://support.avaya.com>
- Under "Help & Policies" select "Contact Avaya Support" on the main page, in the bottom navigation area.
- Select your country.
- Use the phone number(s) listed.

For more information please contact the Avaya representative in your region.

Historic Lifetime & Limited Lifetime Warranty Offers and EOS products

Avaya will also provide warranty service for the historic NES data product warranties associated with End of Sale products as noted in the table below. Stackable ERS, ES and BPS series products purchased before July 1, 2009 are entitled to the Historic NES Hardware Lifetime Warranty, while the BES series products are entitled to a Limited Lifetime Warranty as described below.

End of Sale Products (EoS)	Warranty Coverage	NES Manufacture Discontinue Date (or Avaya EoS Date*)	Lifetime/Limited Lifetime Warranty End Date
Business Ethernet Switch 50	NES/SMB Limited Lifetime Warranty	31-Oct-2010*	31-Oct-2013
Business Ethernet Switch 100	NES/SMB Limited Lifetime Warranty	01-Jan-2010	01-Jan-2013



Business Ethernet Switch 200	NES/SMB Limited Lifetime Warranty	30-Sep-2009	30-Sep-2012
Business Ethernet Switch 1000	NES/SMB Limited Lifetime Warranty	01-Feb-2010	01-Feb-2013
Business Policy Switch 2000 (DC model & MDAs)	Historic NES Hardware Lifetime warranty	01-Oct-2008	01-Oct-2013
Business Policy Switch 2000 (AC model)	Historic NES Hardware Lifetime warranty	01-Mar-2006	01-Mar-2011
Ethernet Routing Switch 3510-24T	Historic NES Hardware Lifetime warranty	30-Sep-2009	30-Sep-2014
Ethernet Switch 325	Historic NES Hardware Lifetime warranty	01-Apr-2009	01-Apr-2014
Ethernet Switch 425	Historic NES Hardware Lifetime warranty	01-Jul-2010*	01-Jul-2015
Ethernet Switch 450	Historic NES Hardware Lifetime warranty	01-Mar-2007	01-Mar-2012
Ethernet Switch 460 (24-T-PWR)	Historic NES Hardware Lifetime warranty	01-Mar-2007	01-Mar-2012
Ethernet Switch 470	Historic NES Hardware Lifetime warranty	31-Oct-2010*	31-Oct-2015
ERS 2500 series	Avaya Lifetime warranty 2009	31-Mar-2014	31-Mar-2019
ERS 4524GT, 4526T-PWR, 4526GT-PWR, and all TAA versions of ERS4500	Avaya Lifetime warranty 2009	9-Mar-2015	9-Mar-2020
ERS 5510, all TAA versions of ERS5500 and ERS5600-DC	Avaya Lifetime warranty 2009	9-Mar-2015	9-Mar-2020

The following definitions apply to these warranties:

Historic NES Hardware Lifetime Warranty

- Duration is for 5 years after the Manufacture Discontinue (MD) Date.



- Advanced hardware exchange with shipment on next-business-day during the first year of the original hardware warranty.
- After the first year of warranty, support on a return-to-factory repair basis will apply, with a ten (10) business day* turnaround from the date on which the defective product is received by Avaya to the date a repaired/replacement product is shipped from Avaya.

NES/SMB Limited Lifetime Warranty

- Fan and Power Supply Unit support for 5 years from the original date of Customer purchase.
- Hardware repair and return support is for 3 years after the Manufacture Discontinue (MD) Date.
- Software updates are available for 90 days from the original date of Customer purchase.
- After the first year of warranty, support will be provided on a return-to-factory repair basis, with a ten (10) business day* turnaround from the date on which the defective product is received by Avaya to the date a repaired/replacement product is shipped from Avaya.

*Avaya will use commercially reasonable efforts to provide this repair/replacement turnaround time.

Additional Information

Contact information for Avaya Global Support Services and Warranty can be found at the following website:

<http://support.avaya.com>

For an introduction to this support site refer to information under “Help and Policies” in the bottom navigation section.

For Maintenance and Warranty Information, for both standard and lifetime warranty, refer to information under “Policies and Legal” in the bottom navigation section of <http://support.avaya.com>, or refer to the following link:

<https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010>

For Avaya Access information refer to the following link:

http://support.avaya.com/css/appmanager/public/support?_nfpb=true&_pageLabel=WNContent_Public&contentId=C20094241501895038

For additional information contact your Avaya representative.

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

Cisco 90-Day Limited Hardware Warranty Terms

The following are terms applicable to your hardware warranty. Your formal Warranty Statement, including the warranty applicable to Cisco software, appears in the *Cisco Information Packet* that accompanies your Cisco product.

Duration of Hardware Warranty: Ninety (90) Days

Replacement, Repair or Refund Procedure for Hardware: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number: Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the form below and keep for ready reference.

Product purchased from:	
Their telephone number:	
Product Model and Serial number:	
Maintenance Contract number:	

Product warranty terms and other information applicable to Cisco products are available at the following URL:

<http://www.cisco.com/go/warranty>

Consult the above website or your Cisco Sales and Service Representative for a complete listing of Cisco products and applicable warranties.

78-5236-01D0



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HP Networking Warranty Details



For products purchased on or after December 1, 2014

Additional coverage is available.

For details, see: <http://www.hp.com/networking/services>

HP Product Number	Product Description	Warranty	Advance Replacement delivery
J4097C	HP V408 Switch	Limited Lifetime†	Next Business Day
J4115B	HP ProCurve Switch 100/1000Base-T Mod.	Limited Lifetime†	Next Business Day
J4848B	HP ProCurve 5372XL Switch	Limited Lifetime†	Next Business Day
J4852A	HP 100-FX MTRJ xl Module	Limited Lifetime†	Next Business Day
J4899C	ProCurve Switch 2650	Limited Lifetime†	Next Business Day
J4901A	ProCurve Switch 2524 Limited Edition	Limited Lifetime†	Next Business Day
J4902A	HP ProCurve 6108 Switch	Limited Lifetime†	Next Business Day
J4903A	HP ProCurve Switch 2824	Limited Lifetime†	Next Business Day
J4904A	HP ProCurve Switch 2848	Limited Lifetime†	Next Business Day
J4905A	HP ProCurve Switch 3400cl-24G	Limited Lifetime†	Next Business Day
J4906A	HP E3400-48G cl Switch	Limited Lifetime†	Next Business Day
J4907A	HP ProCurve Switch xl 16P 10/100/1000Mod	Limited Lifetime†	Next Business Day
J4908A	HP ProCurve Switch 10/100/1000 module	Limited Lifetime†	Next Business Day
J8130A	HP ProCurve Wireless Access Point 420 NA	Limited Lifetime†	Next Business Day
J8130B	HP ProCurve Wireless Access Point 420 NA	Limited Lifetime†	Next Business Day
J8131A	HP ProCurve Wireless AccessPoint420 HW	Limited Lifetime†	Next Business Day
J8131B	HP ProCurve Wireless Access Point420 WW	Limited Lifetime†	Next Business Day
J8133A	HP ProCurve Wireless Access Point 520wl	Limited Lifetime†	Next Business Day
J8134A	HP ProCurve Range Extender Antenna 100wl	Limited Lifetime†	Next Business Day
J8136A	HP ProCurve 802.11b AP Card 150wl 13CH	Limited Lifetime†	Next Business Day
J8137A	HP ProCurve 802.11 AP Card 150wl 14CH	Limited Lifetime†	Next Business Day
J8149A	HP ProCurve .11A AP Kit 160 Europe	Limited Lifetime†	Next Business Day
J8150A	HP ProCurve .11A AP Kit 160 Japan	Limited Lifetime†	Next Business Day
J8152A	HP ProCurve 4160gl Switch	Limited Lifetime†	Next Business Day
J8153A	HP ProCurve Access Controller 720wl	1 Year	Next Business Day
J8154A	HP ProCurve Access Control Server 740wl	1 Year	Next Business Day
J8155A	HP ProCurve Integrated Access Mgr. 760	1 Year	Next Business Day
J8157A	HP ProCurve 700wl Gigabit-SX Card	1 Year	Next Business Day
J8157B	HP ProCurve 700wl Gigabit -SX Card	1 Year	Next Business Day
J8158A	HP ProCurve 700wl Gigabit-LX Card	1 Year	Next Business Day
J8158B	HP ProCurve 700wl Gigabit-LX Card	1 Year	Next Business Day
J8159A	HP ProCurve 700wl 10/100/1000Base-T	1 Year	Next Business Day
J8160A	HP ProCurve 700wl Acceleration Card	1 Year	Next Business Day
J8161A	HP ProCurve Switch XL10/100-TXPoe Module	Limited Lifetime†	Next Business Day
J8164A	HP ProCurve Switch 2626 Pwr	Limited Lifetime†	Next Business Day
J8166A	HP ProCurve 5304xl 32G Switch	Limited Lifetime†	Next Business Day
J8167A	HP ProCurve 5308xl-48G Switch	Limited Lifetime†	Next Business Day

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zl Modules, HP Threat Management Services zl Module, and HP E-MSM765zl Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
J8168A	HP 600 Redundant and Extnl Power Supply	Limited Lifetime†	Next Business Day
J8169A	HP 610 External Power Supply	Limited Lifetime†	Next Business Day
J8173A	HP ProCurve 9300 10 Gbe LR Optic HW	1 Year	Next Business Day
J8174A	HP ProCurve 9300 2-Port 10 GbE Module	1 Year	Next Business Day
J8175A	HP ProCurve 9300 10 Gbe SR Optic HW	1 Year	Next Business Day
J8176A	HP ProCurve 9300 10 Gbe ER Optic HW	1 Year	Next Business Day
J8177B	ProCurve Gigabit 1000Base-T Mini-GBIC	Limited Lifetime†	Next Business Day
J8430A	HP ProCurve 802.11g 170wl 13 CH AP Card	Limited Lifetime†	Next Business Day
J8431A	HP ProCurve 802.11g AP Card 170wl 14 CH	Limited Lifetime†	Next Business Day
J8432A	HP ProCurve 802.11g AP Card 170wl 11 CH	Limited Lifetime†	Next Business Day
J8435A	HP 10GbE Media Flex cl Module	Limited Lifetime†	Next Business Day
J8436A	HP X131 10G X2 SC SR Transceiver	Limited Lifetime†	Next Business Day
J8437A	HP X131 10G X2 SC LR Transceiver	Limited Lifetime†	Next Business Day
J8438A	HP X131 10G X2 SC ER Transceiver	Limited Lifetime†	Next Business Day
J8439A	HP X130 CX4 Media Converter	Limited Lifetime†	Next Business Day
J8440A	HP ProCurve 10GbE X2-CX4 Transceiver	Limited Lifetime†	Next Business Day
J8440B	HP X131 10G X2 CX4 Transceiver	Limited Lifetime†	Next Business Day
J8441A	HP 5 dBi Indoor/Outdoor Omnidir Antenna	Limited Lifetime†	Next Business Day
J8442A	HP ProCurve Ext AP 2 Dbi Omni Antenna	Limited Lifetime†	Next Business Day
J8443A	HP ProCurve Ext AP 7 Dbi Direct Antenna	Limited Lifetime†	Next Business Day
J8444A	HP 8 dBi Outdoor Omnidirectional Antenna	Limited Lifetime†	Next Business Day
J8445A	HP ProCurve Ext AP 6 Dbi Direct Antenna	Limited Lifetime†	Next Business Day
J8446A	HP ProCurve Ext AP 11 Dbi Direct Antenna	Limited Lifetime†	Next Business Day
J8447A	HP ProCurve MC-Card to R-SMA Cable	Limited Lifetime†	Next Business Day
J8448A	HP ProCurve 14 dBi Yagi, ant	Limited Lifetime†	Next Business Day
J8448B	HP 14 dBi Yagi Antenna	Limited Lifetime†	Next Business Day
J8451A	HP 1-port T1 dl Module	Limited Lifetime†	Next Business Day
J8452A	HP 1-port T1 + DSX-1 dl Module	Limited Lifetime†	Next Business Day
J8453A	HP 2-port T1 dl Module	Limited Lifetime†	Next Business Day
J8455A	HP 1-port E1 + G.703 dl Module	Limited Lifetime†	Next Business Day
J8456A	HP 2-port E1 dl Module	Limited Lifetime†	Next Business Day
J8457A	HP 2-port ISDN BRI S/T dl Module	Limited Lifetime†	Next Business Day
J8458A	HP 1-port Serial dl Module	Limited Lifetime†	Next Business Day
J8459A	HP 1-port ADSL2 + Annex A dl Module	Limited Lifetime†	Next Business Day
J8460A	HP 1-port ISDN BRI U Backup Module	Limited Lifetime†	Next Business Day
J8461A	HP 1-port ISDN BRI S/T Backup Module	Limited Lifetime†	Next Business Day
J8462A	HP Analog Backup Modem Module	Limited Lifetime†	Next Business Day
J8463A	HP 8-port T1/E1 Wide dl Module	Limited Lifetime†	Next Business Day
J8471A	HP 7100/7200 IPsec dl Module	Limited Lifetime†	Next Business Day
J8474A	HP 6410-6XG cl Switch	Limited Lifetime†	Next Business Day
J8680A	ProCurve Routing Switch 9408sl	1 Year	Next Business Day
J8692A	HP 3500-24G-PoE yl Switch	Limited Lifetime†	Next Business Day
J8693A	HP 3500-48G-PoE yl Switch	Limited Lifetime†	Next Business Day
J8694A	HP 10GbE 2-port X2/2-port CX4 yl Mod	Limited Lifetime†	Next Business Day
J8696A	HP 620 Redundant/External Power Supply	Limited Lifetime†	Next Business Day
J8697A	HP E5406 zl Switch Chassis	Limited Lifetime†	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
J8698A	HP E5412 zl Switch Chassis	Limited Lifetime†	Next Business Day
J8702A	HP 24-port 10/100/1000 PoE zl Module	Limited Lifetime†	Next Business Day
J8705A	HP 20-p Gig-T / 4-p Mini-GBIC zl Module	Limited Lifetime†	Next Business Day
J8706A	HP 24-port Mini-GBIC zl Module	Limited Lifetime†	Next Business Day
J8707A	HP 4-port 10GbE X2 zl Module	Limited Lifetime†	Next Business Day
J8708A	HP 4-port 10GbE CX4 zl Module	Limited Lifetime†	Next Business Day
J8712A	HP 875W zl Power Supply	Limited Lifetime†	Next Business Day
J8713A	HP 1500W zl Power Supply	Limited Lifetime†	Next Business Day
J8714A	HP zl Power Supply Shelf	Limited Lifetime†	Next Business Day
J8715A	ProCurve Switch 8212zl Base System	Limited Lifetime†	Next Business Day
J8715B	HP E8212 zl Switch Base System	Limited Lifetime†	Next Business Day
J8752A	HP 7102 dl Router	Limited Lifetime†	Next Business Day
J8755A	HP X260 X.21 2m DTE Serial Cable	Limited Lifetime†	Next Business Day
J8757A	HP X260 V.35 2m DTE Serial Cable	Limited Lifetime†	Next Business Day
J8759A	HP 1-port ADSL2 + Annex B dl Module	Limited Lifetime†	Next Business Day
J8762A	HP E2600-8-PoE Switch	Limited Lifetime†	Next Business Day
J8763A	HP 12-port 100FX MTRJ vl Module	Limited Lifetime†	Next Business Day
J8765A	ProCurve Switch vl 10/100-TX Module	Limited Lifetime†	Next Business Day
J8765B	HP 24-port 10/100-TX vl Module	Limited Lifetime†	Next Business Day
J8766A	HP 1-port 10GbE X2 vl Module	Limited Lifetime†	Next Business Day
J8768A	HP 24-port Gig-T vl Module	Limited Lifetime†	Next Business Day
J8770A	HP 4204 vl Switch Chassis	Limited Lifetime†	Next Business Day
J8771A	ProCurve Switch 4202 vl-48G	Limited Lifetime†	Next Business Day
J8772B	HP 4202-72 vl Switch	Limited Lifetime†	Next Business Day
J8773A	HP 4208 vl Switch Chassis	Limited Lifetime†	Next Business Day
J8774A	ProCurve Switch 4208 vl-64G	Limited Lifetime†	Next Business Day
J8775A	ProCurve Switch 4208 vl-96	Limited Lifetime†	Next Business Day
J8775B	HP 4208-96 vl Switch	Limited Lifetime†	Next Business Day
J8776A	HP 4-port Mini-GBIC vl Module	Limited Lifetime†	Next Business Day
J8986A	ProCurve Access Point 530 NA	Limited Lifetime†	Next Business Day
J8988A	ProCurve switch xl 1-P 10-GbE X2 Module	Limited Lifetime†	Next Business Day
J8992A	HP 6200-24G-mGBIC yl Switch	Limited Lifetime†	Next Business Day
J8996A	HP Antenna Lightning Arrester	Limited Lifetime†	Next Business Day
J8997A	HP 3 dBi Dual Band Diversity Antenna	Limited Lifetime†	Next Business Day
J8999A	HP 7 dBi Dual Band Directional Antenna	Limited Lifetime†	Next Business Day
J9005A	HP E220 Radio Port	Limited Lifetime†	Next Business Day
J9006A	ProCurve Radio Port 230	Limited Lifetime†	Next Business Day
J9008A	HP 2-port 10GbE SFP+ al Module	Limited Lifetime†	Next Business Day
J9019A	ProCurve Switch 2510-24	Limited Lifetime†	Next Business Day
J9019B	HP 2510-24 Switch	Limited Lifetime†	Next Business Day
J9020A	HP 2510-48 Switch	Limited Lifetime†	Next Business Day
J9021A	HP 2810-24G Switch	Limited Lifetime†	Next Business Day
J9022A	HP 2810-48G Switch	Limited Lifetime†	Next Business Day
J9028A	ProCurve Switch 1800-24G	Limited Lifetime†	Next Business Day
J9028B	ProCurve Switch 1800-24G	Limited Lifetime†	Next Business Day
J9030A	HP 4208-68G-4SFP vl Switch	Limited Lifetime†	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
J9033A	HP 20-port Gig-T / 4-port SFP vl Module	Limited Lifetime†	Next Business Day
J9051A	HP Wireless Edge Services zl Module	Limited Lifetime†	Next Business Day
J9052A	HP Redundant Wireless Edge Svcs zl Mod	Limited Lifetime†	Next Business Day
J9054C	HP X111 100M SFP LC FX Transceiver	Limited Lifetime†	Next Business Day
J9064A	HP 4204-44G-4SFP vl Switch	Limited Lifetime†	Next Business Day
J9065A	ProCurve Network Access Controller 800	1 Year	Next Business Day
J9079A	HP 1700-8 Switch	Limited Lifetime†	Next Business Day
J9080A	HP 1700-24 Switch	Limited Lifetime†	Next Business Day
J9085AS	HP 2610-24 Switch Smart Buy	Limited Lifetime†	Next Business Day
J9086A	HP 2610-24-PPoE Switch	Limited Lifetime†	Next Business Day
J9086AS	HP 2610-24-PPoE Switch Smart Buy	Limited Lifetime†	Next Business Day
J9087AS	HP 2610-24-PoE Switch Smart Buy	Limited Lifetime†	Next Business Day
J9088AS	HP 2610-48 Switch Smart Buy	Limited Lifetime†	Next Business Day
J9089A	HP 2610-48-PoE Switch	Limited Lifetime†	Next Business Day
J9089AS	HP 2610-48-PoE Switch Smart Buy	Limited Lifetime†	Next Business Day
J9092A	HP 8200 zl Management Module	Limited Lifetime†	Next Business Day
J9093A	HP 8200 zl Fabric Module	Limited Lifetime†	Next Business Day
J9095A	HP 8200 zl System Support Module	Limited Lifetime†	Next Business Day
J9099B	HP X112 100M SFP LC BX-D Transceiver	Limited Lifetime†	Next Business Day
J9100B	HP X112 100M SFP LC BX-U Transceiver	Limited Lifetime†	Next Business Day
J9137A	HP 2520-8-PoE Switch	Limited Lifetime†	Next Business Day
J9138A	HP 2520-24-PoE Switch	Limited Lifetime†	Next Business Day
J9140A	HP V10ag Wireless Access Point (NA)	Limited Lifetime†	Next Business Day
J9141A	HP V10ag Wireless Access Point (WW)	Limited Lifetime†	Next Business Day
J9142B	HP X122 1G SFP LC BX-D Transceiver	Limited Lifetime†	Next Business Day
J9143B	HP X122 1G SFP LC BX-U Transceiver	Limited Lifetime†	Next Business Day
J9144A	HP X131 10G X2 SC LRM Transceiver	Limited Lifetime†	Next Business Day
J9145A	HP 2910-24G al Switch	Limited Lifetime†	Next Business Day
J9146A	HP 2910-24G-PoE+ al Switch	Limited Lifetime†	Next Business Day
J9147A	HP 2910-48G al Switch	Limited Lifetime†	Next Business Day
J9148A	HP 2910-48G-PoE+ al Switch	Limited Lifetime†	Next Business Day
J9149A	HP 2-port 10GbE CX4 al Module	Limited Lifetime†	Next Business Day
J9150A	HP X132 10G SFP+ LC SR Transceiver	Limited Lifetime†	Next Business Day
J9151A	HP X132 10G SFP+ LC LR Transceiver	Limited Lifetime†	Next Business Day
J9152A	HP X132 10G SFP+ LC LRM Transceiver	Limited Lifetime†	Next Business Day
J9153A	HP X132 10G SFP+ LC ER Transceiver	Limited Lifetime†	Next Business Day
J9155A	HP Threat Management Services zl Module	Limited Lifetime†	Next Business Day
J9156A	HP TMS zl Module w/1-yr Subscr Service	Limited Lifetime†	Next Business Day
J9165A	HP 10GbE al Switch Interconnect Kit	Limited Lifetime†	Next Business Day
J9169A	HP In/Out Sector 8/10dBi MIMO 3 Elmt Ant	Limited Lifetime†	Next Business Day
J9170A	HP In/Out P2P 10/13dBi MIMO 3 Elmnt Ant	Limited Lifetime†	Next Business Day
J9171A	HP Indoor Omni 3/4dBi MIMO 3 Elmnt Ant	Limited Lifetime†	Next Business Day
J9263A	HP E6600-24G Switch	Limited Lifetime†	Next Business Day
J9264A	HP 6600-24G-4XG Switch	Limited Lifetime†	Next Business Day
J9265A	HP 6600-24XG Switch	Limited Lifetime†	Next Business Day
J9269A	HP 6600 Switch Power Supply	Limited Lifetime†	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
J9279A	HP 2510-24G Switch	Limited Lifetime†	Next Business Day
J9279AS	HP 2510-24G Switch Smart Buy	Limited Lifetime†	Next Business Day
J9280A	HP 2510-48G Switch	Limited Lifetime†	Next Business Day
J9280AS	HP 2510-48G Switch Smart Buy	Limited Lifetime†	Next Business Day
J9281A	HP ProCurve 10-GbE SFP+ 1m Cable	Limited Lifetime†	Next Business Day
J9281B	HP X242 10G SFP+ SFP+ 1m DAC Cable	Limited Lifetime†	Next Business Day
J9283A	HP ProCurve 10-GbE SFP+ 3m Cable	Limited Lifetime†	Next Business Day
J9283B	HP X242 10G SFP+ SFP+ 3m DAC Cable	Limited Lifetime†	Next Business Day
J9285A	HP ProCurve 10-GbE SFP+ 7m Cable	Limited Lifetime†	Next Business Day
J9285B	HP X242 10G SFP+ SFP+ 7m DAC Cable	Limited Lifetime†	Next Business Day
J9286B	HP X242 10G SFP+ 10m DAC Cable	Limited Lifetime†	Next Business Day
J9287B	HP X242 10G SFP+ 15m DAC Cable	Limited Lifetime†	Next Business Day
J9289A	HP Services zl Module	Limited Lifetime†	Next Business Day
J9298A	HP 2520-8G-PoE Switch	Limited Lifetime†	Next Business Day
J9299A	HP 2520-24G-PoE Switch	Limited Lifetime†	Next Business Day
J9300A	HP X244 10G XFP SFP+ 1m DAC Cable	Limited Lifetime†	Next Business Day
J9301A	HP X244 10G XFP SFP+ 3m DAC Cable	Limited Lifetime†	Next Business Day
J9302A	HP X244 10G XFP SFP+ 5m DAC Cable	Limited Lifetime†	Next Business Day
J9306A	HP 1500W PoE+ zl Power Supply	Limited Lifetime†	Next Business Day
J9307A	HP 24-port 10/100/1000 PoE+ zl Module	Limited Lifetime†	Next Business Day
J9308A	HP 20p 10/100/1000 PoE+/4p MGBIC zl Mod	Limited Lifetime†	Next Business Day
J9309A	HP 4-port 10GbE SFP+ zl Module	Limited Lifetime†	Next Business Day
J9310A	HP 3500-24G-PoE+ yl Switch	Limited Lifetime†	Next Business Day
J9311A	HP 3500-48G-PoE+ yl Switch	Limited Lifetime†	Next Business Day
J9312A	HP 10GbE 2-port SFP+/2-port CX4 yl Mod	Limited Lifetime†	Next Business Day
J9325A	HP MSM710 Mobility Controller	1 Year	Next Business Day
J9326A	HP ProCurve MSM730 Mobility Controller	1 Year	Next Business Day
J9327A	HP E-MSM750 Mobility Controller	1 Year	Next Business Day
J9328A	HP MSM710 Access Controller	1 Year	Next Business Day
J9329A	HP ProCurve MSM730 Access Controller	1 Year	Next Business Day
J9330A	HP E-MSM750 Access Controller	1 Year	Next Business Day
J9342A	HP ProCurve MSM323-R US Access Point	1 Year	Next Business Day
J9346B	HP MSM313 Access Point (US)	Limited Lifetime†	Next Business Day
J9350B	HP MSM313 Access Point (WW)	Limited Lifetime†	Next Business Day
J9356B	HP MSM335 Access Point (US)	Limited Lifetime†	Next Business Day
J9357B	HP MSM335 Access Point (WW)	Limited Lifetime†	Next Business Day
J9358B	HP MSM422 Access Point (US)	Limited Lifetime†	Next Business Day
J9359B	HP MSM422 Access Point (WW)	Limited Lifetime†	Next Business Day
J9360B	HP MSM320 Access Point (US)	Limited Lifetime†	Next Business Day
J9364B	HP MSM320 Access Point (WW)	Limited Lifetime†	Next Business Day
J9365B	HP MSM320-R Access Point (US)	1 Year	Next Business Day
J9368B	HP MSM320-R Access Point (WW)	1 Year	Next Business Day
J9369B	HP MSM325 Access Point (US)	Limited Lifetime†	Next Business Day
J9370A	HP MSM765 Zl Premium Mobility Controller	Limited Lifetime†	Next Business Day
J9373B	HP MSM325 Access Point (WW)	Limited Lifetime†	Next Business Day
J9374B	HP MSM310 Access Point (US)	Limited Lifetime†	Next Business Day

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zl Modules, HP Threat Management Services zl Module, and HP E-MSM765zl Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
J9379A	HP MSM310 Access Point (WW)	Limited Lifetime†	Next Business Day
J9379B	HP MSM310 Access Point (WW)	Limited Lifetime†	Next Business Day
J9380A	HP E-MSM310-R Access Point (US)	1 Year	Next Business Day
J9380B	HP MSM310-R Access Point (US)	1 Year	Next Business Day
J9383B	HP MSM310-R Access Point (WW)	1 Year	Next Business Day
J9385B	HP M110 Access Point (US)	Limited Lifetime†	Next Business Day
J9388A	HP E-M110 Access Point (WW)	Limited Lifetime†	Next Business Day
J9388B	HP M110 Access Point (WW)	Limited Lifetime†	Next Business Day
J9389A	HP M111 Client Bridge	1 Year	Next Business Day
J9390A	HP E-MSM310 Swisscom Access Point	1 Year	Next Business Day
J9391A	HP ProCurve MSM310 iBAHN Access Point	1 Year	Next Business Day
J9392A	HP MAP-320 Alstom Access Point	1 Year	Next Business Day
J9401A	HP Dual Band Indoor Short Omni Antenna	Limited Lifetime†	Next Business Day
J9402A	HP nMAP-422-Miltope AP	1 Year	Next Business Day
J9405B	HP MSM31x/MSM32x Power Supply	1 Year	Next Business Day
J9407A	HP 1-port Power Injector	1 Year	Next Business Day
J9407B	HP 1-port Power Injector	1 Year	Next Business Day
J9408A	HP WAB-320 Alstom Access Bridge	1 Year	Next Business Day
J9409A	HP MSC-3200 Alstom Controller	1 Year	Next Business Day
J9420A	HP MSM760 Premium Mobility Controller	1 Year	Next Business Day
J9421A	HP MSM760 Access Controller	1 Year	Next Business Day
J9422A	HP MSM317 Access Device (US)	Limited Lifetime†	Next Business Day
J9423A	HP MSM317 Access Device (WW)	Limited Lifetime†	Next Business Day
J9424A	HP ProCurve MSM422 AP Mounting Bracket	Limited Lifetime†	Next Business Day
J9426A	HP E-MSM410 Access Point (US)	Limited Lifetime†	Next Business Day
J9426B	HP MSM410 Access Point (US)	Limited Lifetime†	Next Business Day
J9427A	HP E-MSM410 Access Point (WW)	Limited Lifetime†	Next Business Day
J9427B	HP MSM410 Access Point (WW)	Limited Lifetime†	Next Business Day
J9427C	HP MSM410 Access Point (WW)	Limited Lifetime†	Next Business Day
J9443A	HP 630 Red and/or External Power Supply	Limited Lifetime†	Next Business Day
J9447A	HP 5406-44G-PoE+-4SFP zl Switch	Limited Lifetime†	Next Business Day
J9448A	HP 5412-92G-PoE+-4SFP zl Switch	Limited Lifetime†	Next Business Day
J9449A	HP 1810-8G Switch	Limited Lifetime†	Next Business Day
J9450A	HP 1810-24G Switch	Limited Lifetime†	Next Business Day
J9451A	HP E6600-48G Switch	Limited Lifetime†	Next Business Day
J9452A	HP 6600-48G-4XG Switch	Limited Lifetime†	Next Business Day
J9467A	HP M200 802.11n Access Point (US)	Limited Lifetime†	Next Business Day
J9468A	HP M200 802.11n Access Point (WW)	Limited Lifetime†	Next Business Day
J9469A	HP 6600 Series Switch Rack Kit	Limited Lifetime†	Next Business Day
J9470A	HP 3500-24 Switch	Limited Lifetime†	Next Business Day
J9471A	HP 3500-24-PoE Switch	Limited Lifetime†	Next Business Day
J9472A	HP 3500-48 Switch	Limited Lifetime†	Next Business Day
J9473A	HP 3500-48-PoE Switch	Limited Lifetime†	Next Business Day
J9475A	HP E8206 zl Switch Base System	Limited Lifetime†	Next Business Day
J9478A	HP 24-port 10/100 PoE+ zl Module	Limited Lifetime†	Next Business Day
J9480A	HP 6600-24XG/48G/48G-4XG Swch AirPlm Kit	Limited Lifetime†	Next Business Day

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zl Modules, HP Threat Management Services zl Module, and HP E-MSM765zl Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
J9481A	HP 6600-24G/24G-4XG Swch Air Plenum Kit	Limited Lifetime†	Next Business Day
J9482A	Sangoma 4-port FXS Telephony Card	Limited Lifetime†	Next Business Day
J9483A	HP Advanced Services zl Module	Limited Lifetime†	Next Business Day
J9485A	HP Surv Brch Com zl Mod pwrby Msft Lync	Limited Lifetime†	Next Business Day
J9486A	HP Svc zlMod f/AvayaSBC pwrby AcmePacket	Limited Lifetime†	Next Business Day
J9487A	Sangoma 1-port T1/E1/J1 Telephony Card	Limited Lifetime†	Next Business Day
J9488A	Sangoma 2-port T1/E1/J1 Telephony Card	Limited Lifetime†	Next Business Day
J9489A	Sangoma 4-port T1/E1/J1 Telephony Card	Limited Lifetime†	Next Business Day
J9496A	HP PCM+ Agent w/ONE Services zl Module	Limited Lifetime†	Next Business Day
J9516A	Sangoma 4-port FXO Telephony Card	Limited Lifetime†	Next Business Day
J9517A	HP Ext Services zl Mod w/Rvrbd Stlhd	Limited Lifetime†	Next Business Day
J9518A	Sangoma 2-p FXO / 2-p FXS Telephony Card	Limited Lifetime†	Next Business Day
J9521A	HP RF Mgr Controller w/50-sensor License	1 Year	Next Business Day
J9522A	HP MSM415 RF Security Sensor	Limited Lifetime†	Next Business Day
J9523A	HP M111 Client Bridge (JP)	1 Year	Next Business Day
J9524A	HP E-MSM310 Access Point (JP)	Limited Lifetime†	Next Business Day
J9524B	HP MSM310 Access Point (JP)	Limited Lifetime†	Next Business Day
J9525A	HP E-MSM313 Access Point (JP)	Limited Lifetime†	Next Business Day
J9525B	HP MSM313 Access Point (JP)	Limited Lifetime†	Next Business Day
J9527B	HP MSM320 Access Point (JP)	Limited Lifetime†	Next Business Day
J9528B	HP MSM320-R Access Point (JP)	1 Year	Next Business Day
J9529B	HP MSM410 Access Point (JP)	Limited Lifetime†	Next Business Day
J9530B	HP MSM422 Access Point (JP)	Limited Lifetime†	Next Business Day
J9532A	HP 5412-92G-PoE+-2XG v2 zl Swch w Pm SW	Limited Lifetime†	Next Business Day
J9533A	HP 5406-44G-PoE+-2XG v2 zl Swch w Pm SW	Limited Lifetime†	Next Business Day
J9534A	HP 24-port Gig-T PoE+ v2 zl Module	Limited Lifetime†	Next Business Day
J9535A	HP 20-port GT PoE+/4-port SFP v2 zl Mod	Limited Lifetime†	Next Business Day
J9536A	HP 20p GT PoE+ / 2p SFP+ v2 zl Module	Limited Lifetime†	Next Business Day
J9537A	HP 24-port SFP v2 zl Module	Limited Lifetime†	Next Business Day
J9538A	HP 8-port 10GbE SFP+ v2 zl Module	Limited Lifetime†	Next Business Day
J9539A	HP 5406-44G-PoE+-4G v2 zl Swch w Prm SW	Limited Lifetime†	Next Business Day
J9540A	HP 5412-92G-PoE+-4G v2 zl Swch w Prm SW	Limited Lifetime†	Next Business Day
J9546A	HP 8-port 10GBASE-T v2 zl Module	Limited Lifetime†	Next Business Day
J9547A	HP 24-port 10/100 PoE+ v2 zl Module	Limited Lifetime†	Next Business Day
J9548A	HP 20-port Gig-T / 2-port SFP+ v2 zl Mod	Limited Lifetime†	Next Business Day
J9549A	HP 20-port Gig-T / 4-port SFP v2 zl Mod	Limited Lifetime†	Next Business Day
J9550A	HP 24-port Gig-T v2 zl Module	Limited Lifetime†	Next Business Day
J9559A	HP 1410-8G Switch	Limited Lifetime†	Next Business Day
J9560A	HP 1410-16G Switch	Limited Lifetime†	Next Business Day
J9561A	HP 1410-24G Switch	Limited Lifetime†	Next Business Day
J9562A	HP 2915-8G-PoE Switch	Limited Lifetime†	Next Business Day
J9565A	HP 2615-8-PoE Switch	Limited Lifetime†	Next Business Day
J9569A	HP 5406-24G-PoE zl Switch w PLic/L4Svc	Limited Lifetime†	Next Business Day
J9573A	HP 3800-24G-PoE+-2SFP+ Switch	Limited Lifetime†	Next Business Day
J9574A	HP 3800-48G-PoE+-4SFP+ Switch	Limited Lifetime†	Next Business Day
J9575A	HP 3800-24G-2SFP+ Switch	Limited Lifetime†	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
J9576A	HP 3800-48G-4SFP+ Switch	Limited Lifetime†	Next Business Day
J9577A	HP 3800 4-port Stacking Module	Limited Lifetime†	Next Business Day
J9580A	HP X312 1000W 100-240VAC to 54VDC PS	Limited Lifetime†	Next Business Day
J9581A	HP X311 400W 100-240VAC to 12VDC PS	Limited Lifetime†	Next Business Day
J9583A	HP X410 1U Univ 4-post Rack Mnt Kit	Limited Lifetime†	Next Business Day
J9584A	HP 3800-24SFP-2SFP+ Switch	Limited Lifetime†	Next Business Day
J9585A	HP 3800-24G-2XG Switch	Limited Lifetime†	Next Business Day
J9586A	HP 3800-48G-4XG Switch	Limited Lifetime†	Next Business Day
J9587A	HP 3800-24G-PoE+-2XG Switch	Limited Lifetime†	Next Business Day
J9588A	HP 3800-48G-PoE+-4XG Switch	Limited Lifetime†	Next Business Day
J9589A	HP MSM460 Dual Radio 802.11n AP (JP)	Limited Lifetime†	Next Business Day
J9590A	HP MSM460 Dual Radio 802.11n AP (AM)	Limited Lifetime†	Next Business Day
J9591A	HP MSM460 Dual Radio 802.11n AP (WW)	Limited Lifetime†	Next Business Day
J9616A	HP MSM410 Single Radio 802.11n AP (IL)	Limited Lifetime†	Next Business Day
J9617A	HP MSM422 Dual Radio 802.11n AP (IL)	Limited Lifetime†	Next Business Day
J9618A	HP MSM460 Dual Radio 802.11n AP (IL)	Limited Lifetime†	Next Business Day
J9619A	HP MSM466 Dual Radio 802.11n AP (IL)	Limited Lifetime†	Next Business Day
J9620A	HP MSM466 Dual Radio 802.11n AP (JP)	Limited Lifetime†	Next Business Day
J9621A	HP MSM466 Dual Radio 802.11n AP (AM)	Limited Lifetime†	Next Business Day
J9622A	HP MSM466 Dual Radio 802.11n AP (WW)	Limited Lifetime†	Next Business Day
J9623A	HP 2620-24 Switch	Limited Lifetime†	Next Business Day
J9624A	HP 2620-24-PPoE+ Switch	Limited Lifetime†	Next Business Day
J9625A	HP 2620-24-PoE+ Switch	Limited Lifetime†	Next Business Day
J9626A	HP 2620-48 Switch	Limited Lifetime†	Next Business Day
J9627A	HP 2620-48-PoE+ Switch	Limited Lifetime†	Next Business Day
J9637A	HP 12p Gig-T PoE+/12p SFP v2 zl Mod	Limited Lifetime†	Next Business Day
J9638A	HP 8206-44G-PoE+-2XG v2 zl Swch w Pm SW	Limited Lifetime†	Next Business Day
J9639A	HP 8212-92G-PoE+-2XG v2 zl Swch w Pm SW	Limited Lifetime†	Next Business Day
J9640A	HP 8206 zl Switch w/Premium Software	Limited Lifetime†	Next Business Day
J9641A	HP 8212 zl Switch with Premium SW	Limited Lifetime†	Next Business Day
J9642A	HP 5406 zl Switch with Premium Software	Limited Lifetime†	Next Business Day
J9643A	HP 5412 zl Switch with Premium Software	Limited Lifetime†	Next Business Day
J9650A	HP MSM430 Dual Radio 802.11n AP (AM)	Limited Lifetime†	Next Business Day
J9651A	HP MSM430 Dual Radio 802.11n AP (WW)	Limited Lifetime†	Next Business Day
J9652A	HP MSM430 Dual Radio 802.11n AP (JP)	Limited Lifetime†	Next Business Day
J9653A	HP MSM430 Dual Radio 802.11n AP (IL)	Limited Lifetime†	Next Business Day
J9654A	HP MSM430 Dual Radio 802.11n TAA AP	Limited Lifetime†	Next Business Day
J9655A	HP MSM460 Dual Radio 802.11n TAA AP	Limited Lifetime†	Next Business Day
J9656A	HP MSM466 Dual Radio 802.11n TAA AP	Limited Lifetime†	Next Business Day
J9659A	HP Indoor Omni 2.5/6dBi MIMO 6 Elmnt Ant	Limited Lifetime†	Next Business Day
J9660A	HP 1810-48G Switch	Limited Lifetime†	Next Business Day
J9661A	HP 1410-8 Switch	Limited Lifetime†	Next Business Day
J9662A	HP 1410-16 Switch	Limited Lifetime†	Next Business Day
J9663A	HP 1410-24 Switch	Limited Lifetime†	Next Business Day
J9664A	HP 1410-24-2G Switch	Limited Lifetime†	Next Business Day
J9666A	HP Adv Svcs zl Mod w/Win Svr 2008 R2 Std	Limited Lifetime†	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
J9668A	HP VCX IPC V7005 Pltfrm w/ DL120 G6 Srvr	1 Year	30 Days
J9669A	HP VCX IPC V7310 Pltfrm w/ DL360 G7 Srvr	1 Year	30 Days
J9670A	HP VCX IPC V7005 250G 3.5 Spare HD	1 Year	30 Days
J9671A	HP VCX IPC V7310 146G 2.5 Spare HD	1 Year	30 Days
J9672A	HP VCX V7205 Platform w/ DL360 G7 Srvr	1 Year	30 Days
J9677A	HP X171 1G SFP LC LH40 1470 Transceiver	Limited Lifetime†	Next Business Day
J9678A	HP X171 1G SFP LC LH40 1490 Transceiver	Limited Lifetime†	Next Business Day
J9679A	HP X171 1G SFP LC LH40 1510 Transceiver	Limited Lifetime†	Next Business Day
J9680A	HP X171 1G SFP LC LH40 1530 Transceiver	Limited Lifetime†	Next Business Day
J9681A	HP X171 1G SFP LC LH40 1550 Transceiver	Limited Lifetime†	Next Business Day
J9682A	HP X171 1G SFP LC LH40 1570 Transceiver	Limited Lifetime†	Next Business Day
J9683A	HP X171 1G SFP LC LH40 1590 Transceiver	Limited Lifetime†	Next Business Day
J9684A	HP X171 1G SFP LC LH40 1610 Transceiver	Limited Lifetime†	Next Business Day
J9693A	HP MSM720 Access Controller (WW)	Limited Lifetime†	Next Business Day
J9694A	HP MSM720 Premium Mobility Cntrl (WW)	Limited Lifetime†	Next Business Day
J9695A	HP MSM720 TAA Access Controller	Limited Lifetime†	Next Business Day
J9696A	HP MSM720 TAA Premium Mobility Cntrl	Limited Lifetime†	Next Business Day
J9700A	HP X510 1U Cable Guard	Limited Lifetime†	Next Business Day
J9701A	HP X520 1U Power Adapter Shelf	Limited Lifetime†	Next Business Day
J9714A	HP 5406zl-24G-PoE Swch w PSw/L4Svc (NA)	Limited Lifetime†	Next Business Day
J9715A	HP E-MSM466-R Dual Radio 802.11n AP (AM)	1 Year	Next Business Day
J9716A	HP E-MSM466-R Dual Radio 802.11n AP (WW)	1 Year	Next Business Day
J9717A	HP E-MSM466-R Dual Radio 802.11n AP (JP)	1 Year	Next Business Day
J9718A	HP E-MSM466-R Dual Radio 802.11n AP (IL)	1 Year	Next Business Day
J9719A	HP Outdoor Omni 6dBi/2.4GHz 3 Elmnt Ant	Limited Lifetime†	Next Business Day
J9720A	HP Outdoor Omni 8dBi/5GHz 3 Elmnt Ant	Limited Lifetime†	Next Business Day
J9726A	HP 2920-24G Switch	Limited Lifetime†	Next Business Day
J9727A	HP 2920-24G-POE+ Switch	Limited Lifetime†	Next Business Day
J9728A	HP 2920-48G Switch	Limited Lifetime†	Next Business Day
J9729A	HP 2920-48G-POE+ Switch	Limited Lifetime†	Next Business Day
J9731A	HP 2920 2-port 10GbE SFP+ Module	Limited Lifetime†	Next Business Day
J9732A	HP 2920 2-port 10GBASE-T Module	Limited Lifetime†	Next Business Day
J9733A	HP 2920 2-port Stacking Module	Limited Lifetime†	Next Business Day
J9737A	HP X332 1050W 110-240VAC/54VDC PS	Limited Lifetime†	Next Business Day
J9738A	HP X332 575W 100-240VAC to 54VDC PS	Limited Lifetime†	Next Business Day
J9739A	HP X331 165W 100-240VAC to 12VDC PS	Limited Lifetime†	Next Business Day
J9747A	HP Adv Srvs zl Mod w/XenServer Platform	Limited Lifetime†	Next Business Day
J9748A	HP Adv Srvs zl Mod w/vSphere Platform	Limited Lifetime†	Next Business Day
J9765A	HP 4110 IP Phone	1 Year	30 Days
J9766A	HP 4120 IP Phone	1 Year	30 Days
J9766B	HP 4120 IP Phone	1 Year	30 Days
J9767A	HP IP Phone 5V Power Supply	1 Year	30 Days
J9772A	HP 2530-48G-PoE+ Switch	Limited Lifetime†	Next Business Day
J9773A	HP 2530-24G-PoE+ Switch	Limited Lifetime†	Next Business Day
J9774A	HP 2530-8G-PoE+ Switch	Limited Lifetime†	Next Business Day
J9775A	HP 2530-48G Switch	Limited Lifetime†	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
J9776A	HP 2530-24G Switch	Limited Lifetime†	Next Business Day
J9777A	HP 2530-8G Switch	Limited Lifetime†	Next Business Day
J9778A	HP 2530-48-PoE+ Switch	Limited Lifetime†	Next Business Day
J9779A	HP 2530-24-PoE+ Switch	Limited Lifetime†	Next Business Day
J9780A	HP 2530-8-PoE+ Switch	Limited Lifetime†	Next Business Day
J9781A	HP 2530-48 Switch	Limited Lifetime†	Next Business Day
J9782A	HP 2530-24 Switch	Limited Lifetime†	Next Business Day
J9783A	HP 2530-8 Switch	Limited Lifetime†	Next Business Day
J9791A	HP 1405-5 Switch	3 Year	Next Business Day
J9792A	HP 1405-5G Switch	3 Year	Next Business Day
J9793A	HP 1405-8 Switch	3 Year	Next Business Day
J9794A	HP 1405-8G Switch	3 Year	Next Business Day
J9798A	HP M220 802.11n AM Access Point	Limited Lifetime†	Next Business Day
J9799A	HP M220 802.11n WW Access Point	Limited Lifetime†	Next Business Day
J9800A	HP 1810-8 Switch	Limited Lifetime†	Next Business Day
J9801A	HP 1810-24 Switch	Limited Lifetime†	Next Business Day
J9802A	HP 1810-8G Switch	Limited Lifetime†	Next Business Day
J9803A	HP 1810-24G Switch	Limited Lifetime†	Next Business Day
J9805A	HP 640 Redundant/External PS Shelf	Limited Lifetime†	Next Business Day
J9820A	HP 2530 8-port Switch Pwr Adptr Shelf	Limited Lifetime†	Next Business Day
J9821A	HP 5406R zL2 Switch	Limited Lifetime†	Next Business Day
J9822A	HP 5412R zL2 Switch	Limited Lifetime†	Next Business Day
J9823A	HP 5406R-Gig-T-PoE+/SFP+ v2 zL2 Swch	Limited Lifetime†	Next Business Day
J9824A	HP 5406R-Gig-T-PoE+/SFP v2 zL2 Swch	Limited Lifetime†	Next Business Day
J9825A	HP 5412R-Gig-T-PoE+/SFP+ v2 zL2 Swch	Limited Lifetime†	Next Business Day
J9826A	HP 5412R-Gig-T-PoE+/SFP v2 zL2 Swch	Limited Lifetime†	Next Business Day
J9827A	HP 5400R zL2 Management Module	Limited Lifetime†	Next Business Day
J9828A	HP 5400R 700W PoE+ zL2 Power Supply	Limited Lifetime†	Next Business Day
J9829A	HP 5400R 1100W PoE+ zL2 Power Supply	Limited Lifetime†	Next Business Day
J9830A	HP 5400R 2750W PoE+ zL2 Power Supply	Limited Lifetime†	Next Business Day
J9833A	HP PS1810-8G Switch	Limited Lifetime†	Next Business Day
J9834A	HP PS1810-24G Switch	Limited Lifetime†	Next Business Day
J9835A	HP 501 Wireless Client Bridge	Limited Lifetime†	Next Business Day
J9836A	HP 2920-48G-POE+ 740W Switch	Limited Lifetime†	Next Business Day
J9840A	HP MSM775 zL Premium Controller Module	Limited Lifetime†	Next Business Day
J9841A	HP 517 802.11ac (AM) Unified Walljack	Limited Lifetime†	Next Business Day
J9842A	HP 517 802.11ac (WW) Unified Walljack	Limited Lifetime†	Next Business Day
J9843A	HP 517 802.11ac (JP) Unified Walljack	Limited Lifetime†	Next Business Day
J9844A	HP 517 802.11ac (IL) Unified Walljack	Limited Lifetime†	Next Business Day
J9845A	HP 560 Wireless 802.11ac (AM) AP	Limited Lifetime†	Next Business Day
J9846A	HP 560 Wireless 802.11ac (WW) AP	Limited Lifetime†	Next Business Day
J9847A	HP 560 Wireless 802.11ac (JP) AP	Limited Lifetime†	Next Business Day
J9848A	HP 560 Wireless 802.11ac (IL) AP	Limited Lifetime†	Next Business Day
J9853A	HP 2530-48G-PoE+-2SFP+ Switch	Limited Lifetime†	Next Business Day
J9854A	HP 2530-24G-PoE+-2SFP+ Switch	Limited Lifetime†	Next Business Day
J9855A	HP 2530-48G-2SFP+ Switch	Limited Lifetime†	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
J9856A	HP 2530-24G-2SFP+ Switch	Limited Lifetime†	Next Business Day
J9857A	HP Advanced Services v2 zL Module w/ HDD	3 Year	Next Business Day
J9858A	HP Advanced Services v2 zL Module w/ SSD	3 Year	Next Business Day
J9868A	HP 5406R-8XGT/8SFP+ v2 zL2 Swch	Limited Lifetime†	Next Business Day
J9974A	HP R110 Wireless 11n VPN AM Rtr	3 Year	Next Business Day
J9975A	HP R110 Wireless 11n VPN WW Rtr	3 Year	Next Business Day
J9976A	HP R120 Wireless 11ac VPN AM Rtr	3 Year	Next Business Day
J9977A	HP R120 Wireless 11ac VPN WW Rtr	3 Year	Next Business Day
J9979A	HP 1820-8G Switch	Limited Lifetime†	Next Business Day
J9980A	HP 1820-24G Switch	Limited Lifetime†	Next Business Day
J9981A	HP 1820-48G Switch	Limited Lifetime†	Next Business Day
J9982A	HP 1820-8G-PoE+ (65W) Switch	Limited Lifetime†	Next Business Day
J9983A	HP 1820-24G-PoE+ (185W) Switch	Limited Lifetime†	Next Business Day
J9984A	HP 1820-48G-PoE+ (370W) Switch	Limited Lifetime†	Next Business Day
JC001A	HP X126 1G SFP LX Xcvr/3m Qty 8 Cbl Bndl	1 Year	30 Days
JC002A	HP X126 1G SFP LX Xcvr/3m Qty 4 Cbl Bndl	1 Year	30 Days
JC007A	HP ZPHA 10G Multi-Mode Module	1 Year	30 Days
JC008A	HP ZPHA 10G Single-Mode Module	1 Year	30 Days
JC009A	HP X126 1G SFP RJ45 T-Copper Transceiver	1 Year	30 Days
JC010A	HP X136 10G XFP LC LR 1310nm Transceiver	1 Year	30 Days
JC011A	HP X136 10G XFP LC SR 850nm Transceiver	1 Year	30 Days
JC012A	HP X126 1G SFP LC LX Qty 2 Xcvr Bndl	1 Year	30 Days
JC013A	HP X126 1G SFP LC SX Qty 2 Xcvr Bndl	1 Year	30 Days
JC018A	HP 400W AC Power Supply	1 Year	30 Days
JC019A	HP S660N IPS-750Mbps-5x Gig-T/5x 1Gb Fbr	1 Year	30 Days
JC020A	HP S1400N IPS-1.5Gbps-5x Gig-T/5x 1Gb Fbr	1 Year	30 Days
JC021A	HP S2500N IPS 3Gbps-5-GT/1-10GE/2-Gb Fbr	1 Year	30 Days
JC022A	HP S5100N IPS-5Gbps-5-GT/1-GE/5-1GbE fib	1 Year	30 Days
JC028A	HP A9500/A8800 1200W 36-75V DC Pwr Sply	1 Year	30 Days
JC029A	HP A9500/A8800 2000W DC Power Supply	1 Year	30 Days
JC029B	HP 9500/8800 2000W DC Power Supply	1 Year	10 Days
JC033A	HP 2000W 90-264V AC Power Supply	1 Year	30 Days
JC064A	HP 12500 32-port 10GbE SFP+ LEB Module	1 Year	10 Days
JC064B	HP 12500 32-port 10GbE SFP+ Reb Module	1 Year	10 Days
JC065A	HP 12500 48-port Gig-T LEC Module	1 Year	10 Days
JC065B	HP 12500 48-port Gig-T Lec Module	1 Year	10 Days
JC066A	HP 12518 Fabric Module	1 Year	10 Days
JC067B	HP 12508 Fabric Module	1 Year	10 Days
JC068A	HP 12500 8-port 10GbE XFP LEC Module	1 Year	10 Days
JC068B	HP 12500 8-port 10GbE XFP Lec Module	1 Year	10 Days
JC069A	HP 12500 48-port GbE SFP LEC Module	1 Year	10 Days
JC069B	HP 12500 48-port GbE SFP Lec Module	1 Year	10 Days
JC070A	HP 12500 4-port 10GbE XFP LEC Module	1 Year	10 Days
JC071A	HP X610 1GB DDR2 SDRAM Memory	1 Year	10 Days
JC072A	HP 12500 Management Module	1 Year	10 Days
JC072B	HP 12500 Main Processing Unit	1 Year	10 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JC073A	HP 12500 8-port 10GbE XFP LEB Module	1 Year	10 Days
JC073B	HP 12500 8-port 10GbE XFP Leb Module	1 Year	10 Days
JC074A	HP 12500 48-port Gig-T LEB Module	1 Year	10 Days
JC074B	HP 12500 48-port Gig-T Leb Module	1 Year	10 Days
JC075A	HP 12500 48-port GbE SFP LEB Module	1 Year	10 Days
JC075B	HP 12500 48-port GbE SFP Leb Module	1 Year	10 Days
JC076A	HP 12500 4-port 10GbE XFP LEB Module	1 Year	10 Days
JC082A	HP 12508 Optional Air Filter	1 Year	10 Days
JC083A	HP 12518 Optional Air Filter	1 Year	10 Days
JC084A	HP 12500 Side Cable Management Guide	1 Year	10 Days
JC087A	HP 5800 300W AC Power Supply	1 Year	30 Days
JC088A	HP 5800 750W DC Power Supply	1 Year	10 Days
JC089A	HP 5800 750W AC Power Supply	1 Year	30 Days
JC090A	HP 5800 300W DC Power Supply	1 Year	30 Days
JC091A	HP 5800 4-port 10GbE SFP+ Module	Limited Lifetime†	Next Business Day
JC092B	HP 5800 2-port 10GbE SFP+ Module	Limited Lifetime†	Next Business Day
JC094A	HP 5800 16-port Gig-T Module	Limited Lifetime†	Next Business Day
JC095A	HP 5800 16-port SFP Module	Limited Lifetime†	Next Business Day
JC097B	HP 5800 PoE Module	Limited Lifetime†	Next Business Day
JC099A	HP 5800-24G-PoE Switch	Limited Lifetime†	Next Business Day
JC100A	HP 5800-24G Switch	Limited Lifetime†	Next Business Day
JC101A	HP 5800-48G Switch with 2 Slots	Limited Lifetime†	Next Business Day
JC102A	HP 5820-24XG-SFP+ Switch	1 Year	10 Days
JC103A	HP 5800-24G-SFP Switch	Limited Lifetime†	Next Business Day
JC104A	HP 5800-48G-PoE Switch	Limited Lifetime†	Next Business Day
JC105A	HP 5800-48G Switch	Limited Lifetime†	Next Business Day
JC106A	HP 5820-14XG-SFP+ Switch with 2 Slots	1 Year	10 Days
JC107A	HP 9500 48-port Gig-T Module	1 Year	10 Days
JC108A	HP 9500 16-port 10GbE SFP+ Module	1 Year	10 Days
JC110B	HP 9500/8800 1800W AC Power Supply	1 Year	10 Days
JC111A	HP 9500 3500W AC Power Frame	1 Year	30 Days
JC112A	HP 9500 2-port 10GbE XFP Module	1 Year	10 Days
JC113A	HP 9500 48-port GbE SFP Module	1 Year	10 Days
JC114A	HP 9500 4-port 10GbE XFP Module	1 Year	10 Days
JC115A	HP 9500 48-port Gig-T Advanced Module	1 Year	10 Days
JC116A	HP 9500 48-port Gig-T 2.4:1 Module	1 Year	10 Days
JC117A	HP 9500 24-port GbE SFP Advanced Module	1 Year	10 Days
JC118A	HP 9500 4-port 10GbE XFP Advanced Module	1 Year	30 Days
JC119A	HP 9500 24-port Gig-T Advanced Module	1 Year	30 Days
JC120A	HP 9500 720Gbps Fabric Module	1 Year	30 Days
JC121A	HP 9500 360Gbps Fabric Module	1 Year	10 Days
JC122A	HP 9500 24-port Gig-T Module	1 Year	30 Days
JC123A	HP 9500 24-port GbE SFP Module	1 Year	10 Days
JC124B	HP 9505 Switch Chassis	1 Year	10 Days
JC125B	HP 9512 Switch Chassis	1 Year	10 Days
JC129A	HP 8800 1-port 10GBASE-R/W Module	1 Year	10 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JC130A	HP 8800 Single Svc Process Engrn Enh Mod	1 Year	30 Days
JC131A	HP 8800 10-port 1000BASE-X Module	1 Year	10 Days
JC132A	HP 20-Port 1000Base-X A8800 Module	1 Year	30 Days
JC132B	HP 8800 20-port 1000BASE-X Module	1 Year	30 Days
JC133A	HP 8800 Dual Svc Process Engine Enh Mod	1 Year	30 Days
JC134A	HP 8800 8p E1/T1 / 8p Fiber GbE Module	1 Year	10 Days
JC135A	HP 20- Port Gig-T A8800 Module	1 Year	30 Days
JC135B	HP 8800 20p 10/100/1000 Eth EI Intf Mod	1 Year	10 Days
JC137A	HP 8805/08/12 (2E) Main Cntrl Unit Mod	1 Year	30 Days
JC138A	HP 8805/08/12 (1E) Main Cntrl Unit Mod	1 Year	10 Days
JC139A	HP 8800 Single Svc Processing Engrn Mod	1 Year	30 Days
JC140A	HP 8802 1300W 36-92V DC Power Supply	1 Year	30 Days
JC141A	HP 8802 Main Control Unit Module	1 Year	30 Days
JC142A	HP 8800 Dual Svc Processing Engine Mod	1 Year	10 Days
JC143A	HP 8800 Net Analysis Svc Processing Mod	1 Year	30 Days
JC144A	HP 8800 NAT Processing Module	1 Year	30 Days
JC145A	HP 8800 32p E1/T1 / 2p GbE SFP Module	1 Year	10 Days
JC146A	HP 8802 800W 90-264V DC Power Supply	1 Year	30 Days
JC147A	HP 8802 Router Chassis	1 Year	30 Days
JC147B	HP 8802 Router Chassis	1 Year	30 Days
JC148B	HP 8805 Router Chassis	1 Year	30 Days
JC149B	HP 8808 Router Chassis	1 Year	10 Days
JC150B	HP 8812 Router Chassis	1 Year	10 Days
JC159A	HP 6600 8-port Fractional T1 MIM Rtr Mod	1 Year	10 Days
JC160A	HP 6600 8-port T1 MIM Router Module	1 Year	10 Days
JC161A	HP 6600 1p OC-3 (E1/T1) CPOS HIM Rtr Mod	1 Year	10 Days
JC162A	HP 6600 2p OC-3 E1/T1 CPOS HIM Rtr Mod	1 Year	10 Days
JC163A	HP 6600 4GbE WAN HIM Router Module	1 Year	10 Days
JC164A	HP 6600 8GbE WAN HIM Router Module	1 Year	10 Days
JC165A	HP 6600 RPE-X1 Router Module	1 Year	10 Days
JC166A	HP 6600 FIP-100 Router Module	1 Year	30 Days
JC166B	HP A6600 FIP-110 Flex Int Platform Mod	1 Year	10 Days
JC167A	HP 6600 FIP-200 Router Module	1 Year	30 Days
JC167B	HP A6600 FIP-210 Flex Int Platform Mod	1 Year	10 Days
JC168A	HP 6600 1p 10GbE XFP HIM Rtr Module	1 Year	10 Days
JC169A	HP 6600 2p OC-3 E3/T3 CPOS HIM Rtr Mod	1 Year	10 Days
JC170A	HP 6600 1p OC-3 (E3/T3) CPOS HIM Rtr Mod	1 Year	10 Days
JC171A	HP 6600 4-port GbE SFP HIM Router Module	1 Year	30 Days
JC172A	HP 6600 4p OC-3/2p OC-12 POS HIM Rtr Mod	1 Year	10 Days
JC173A	HP 6600 2p OC-3/1p OC-12 POS HIM Rtr Mod	1 Year	10 Days
JC174A	HP 6600 8-port GbE SFP HIM Router Module	1 Year	10 Days
JC175A	HP 6600 1p OC-3c/STM-1c ATM HIM Rtr Mod	1 Year	30 Days
JC176A	HP 6602 Router Chassis	1 Year	10 Days
JC177A	HP 6608 Router	1 Year	30 Days
JC177B	HP A6608 Router Chassis	1 Year	10 Days
JC178A	HP 6604 Router Chassis	1 Year	30 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JC178B	HP A6604 Router Chassis	1 Year	10 Days
JC181A	HP S210E IPS-200Mbps-5x Gig-T Seg & DOS	1 Year	30 Days
JC182A	HP Core Cont 48x1000BT 6x10GbE Chassis	1 Year	30 Days
JC183A	HP S210E DC IPS-200Mbps-5x GT Seg & DOS	1 Year	30 Days
JC184A	HP S10 20Mbps IPS	1 Year	30 Days
JC185A	HP 400W DC Power Supply Spare	1 Year	30 Days
JC186A	HP S110 100Mbps IPS	1 Year	30 Days
JC187A	HP S330 300Mbps IPS	1 Year	30 Days
JC188A	HP S10 Power Adapter	1 Year	30 Days
JC190A	HP S1500 SSL Appliance	1 Year	30 Days
JC191A	HP Net Optics 8 Station Power Adapter	1 Year	30 Days
JC192A	HP Net Optics i-Bypass 1x copper segment	1 Year	30 Days
JC193A	HP Net Optics 4Stn Sln-GSX Bypass 4HBSeg	1 Year	30 Days
JC196A	HP Net Optics i-Bypass 1x LX segment	1 Year	30 Days
JC197A	HP Net Optics 4Stn Sln-GLX Bypass 4HBSeg	1 Year	30 Days
JC198A	HP Net Optics i-Bypass 1x SX segment	1 Year	30 Days
JC199A	HP Net Optics 4Stn Sln-GbE Bypass 4HBSeg	1 Year	30 Days
JC200A	HP SMS Appliance w/25-IPS System License	1 Year	30 Days
JC202A	HP HA SMS Appliance w/25-IPS System Lic	1 Year	30 Days
JC203A	HP HA SMS Appliance-Red HD w/25-IPS Lic	1 Year	30 Days
JC351A	HP S1200E IPS-1.2Gbps-4x Gig-T Segments	1 Year	30 Days
JC352A	HP S1200E IPS-1.2Gbps-2x Gig-T/2x 1G Fbr	1 Year	30 Days
JC353A	HP S1200E IPS-1.2Gbps-4x 1Gb Fiber Sgmts	1 Year	30 Days
JC354A	HP S2400E IPS-2Gbps-4x Gig-T Segments	1 Year	30 Days
JC355A	HP S2400N IPS-2Gbps-2x Gig-T/2x 1Gb Fbr	1 Year	30 Days
JC356A	HP S2400E IPS-2Gbps-4x 1Gb Fiber Sgmts	1 Year	30 Days
JC357A	HP S5000E IPS-5Gbps-4x Gig-T w/DOS	1 Year	30 Days
JC358A	HP S5000E IPS-5Gbps-2-GT/2-Gb Fbr w/DOS	1 Year	30 Days
JC359A	HP S5000E IPS-5Gbps-4x 1Gb Fiber w/DOS	1 Year	30 Days
JC360A	HP S600E IPS-600Mbps-4x Gig-T Segments	1 Year	30 Days
JC361A	HP S600E IPS-600Mbps-2x Gig-T/2x 1Gb Fbr	1 Year	30 Days
JC362A	HP S600E IPS-600Mbps-4x 1Gb Fiber Sgmnts	1 Year	30 Days
JC470A	HP 9500 2-p 10GBASE-X XFP Advanced Mod	1 Year	10 Days
JC471A	HP 9500 48p 1000BASE-X SFP Advanced Mod	1 Year	10 Days
JC472A	HP A9500/A8800 1800W AC CENELEC Pwr Sply	1 Year	30 Days
JC473A	HP 9500/8800 3500W DC Power Supply	1 Year	30 Days
JC474A	HP A9508-V Switch Chassis	1 Year	10 Days
JC474B	HP 9508-V Switch Chassis	1 Year	10 Days
JC476A	HP 32-port 10GbE SFP+ LEC Module	1 Year	10 Days
JC476B	HP 12500 32-port 10GbE SFP+ Rec Module	1 Year	10 Days
JC477A	HP 1p OC-3/STM-1 CPOS / 8p Fiber GbE Mod	1 Year	10 Days
JC478A	HP 8800 2p OC-3/STM-1 CPOS/8p FbrGbE Mod	1 Year	10 Days
JC479A	HP 8800 4p OC-3/STM-1 CPOS/4p FbrGbE Mod	1 Year	10 Days
JC480A	HP 1p OC-12/STM-4 CPOS / 4p Fbr GbE Mod	1 Year	10 Days
JC481A	HP 1p OC-48/STM-16 CPOS (OC-3/STM-1) Mod	1 Year	10 Days
JC482A	HP 8800 8-port OC-3c/OC-12c POS/GE Mod	1 Year	10 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JC483A	HP 8800 2p OC-3c/STM-1c POS / 6p GbE Mod	1 Year	10 Days
JC484A	HP 8800 2p OC-12c/STM-4c POS /6p GbE Mod	1 Year	30 Days
JC485A	HP 8800 2p OC-48c/STM-16c POS/4p GbE Mod	1 Year	10 Days
JC486A	HP 8800 4-p OC-48c/STM-16c POS SFP Mod	1 Year	10 Days
JC487A	HP 8800 1-port OC-192c/STM-64c POS Mod	1 Year	30 Days
JC488A	HP 8800 2-port OC-48c/STM-16c RPR Mod	1 Year	10 Days
JC489A	HP 8800 1-port OC-192c/STM-64c RPR Mod	1 Year	10 Days
JC490A	HP 8800 4-port OC-3c/STM-1c ATM Module	1 Year	10 Days
JC491A	HP 8800 1-port OC-12c/STM-4c ATM Module	1 Year	10 Days
JC492A	HP 6616 650W AC Router Power Supply	1 Year	10 Days
JC493A	HP 6616 650W DC Router Power Supply	1 Year	10 Days
JC494A	HP 6600 1-p OC-48/STM-16 POS SFP Rtr Mod	1 Year	10 Days
JC495A	HP 6600 2p OC-3c/STM-1c ATM SFP Rtr Mod	1 Year	10 Days
JC496A	HP 6616 Router Chassis	1 Year	10 Days
JC497A	HP 6600RPE-X1 Carrier Card Router Module	1 Year	10 Days
JC502A	HP 12500 Spare Power Monitor Module	1 Year	30 Days
JC503A	HP VCX Connect 200 Spare Secondary 9.0 HD	1 Year	30 Days
JC504A	HP 3500 IP Phone	1 Year	30 Days
JC505A	HP 3500B IP Phone	1 Year	30 Days
JC506A	HP 3501 IP Phone	1 Year	30 Days
JC507A	HP 3502 IP Phone	1 Year	30 Days
JC508A	HP 3503 IP Phone	1 Year	30 Days
JC509A	HP IP Phone AC Adapter	1 Year	30 Days
JC516A	HP VCX V7005 Platform w/DL 120 G6 Server	1 Year	30 Days
JC517A	HP VCX V7205 Platform w/DL 360 G6 Server	1 Year	30 Days
JC518A	HP VCX Connect 200 Primry 120 G6 Server	1 Year	30 Days
JC519A	HP VCX Connect 200 Scndry 120 G6 Server	1 Year	30 Days
JC520A	HP VCX V7005 250G 3.5 Spare Hard Drive	1 Year	30 Days
JC521A	HP VCX V7005 250G 3.5 Spare RAID Disk	1 Year	30 Days
JC522A	HP VCX V7205 146G 2.5 Spare Hard Drive	1 Year	30 Days
JC523A	HP VCX V7205 146G 2.5 Spare RAID Disk	1 Year	30 Days
JC524A	HP VCX Connect 200 Spare Primary HD	1 Year	30 Days
JC525A	HP VCX Connect 200 Spare Secondary HD	1 Year	30 Days
JC527A	HP S1200N IPS Module	1 Year	30 Days
JC528A	HP SMS v2 Appliance w/25-IPS System Lic	1 Year	30 Days
JC529A	HP SMS HA v2 Appliance w/25-IPS Sys Lic	1 Year	30 Days
JC530A	HP 5820 4-port 8/4/2 Gbps FCoE SFP+ Mod	1 Year	10 Days
JC533A	HP A7500 Power Supply Power Frame (APJ)	1 Year	30 Days
JC566A	HP A6600 RSE-X1 Main Processing Unit	1 Year	10 Days
JC567A	HP A6600 48-p Gig-T Svc Agg Pltfrm Mod	1 Year	10 Days
JC568A	HP A6600 24-p GbE SFP Svc Agg Pltfrm Mod	1 Year	10 Days
JC572A	HP A6604 Dustproof Frame	1 Year	10 Days
JC573A	HP A6608 Dustproof Frame	1 Year	10 Days
JC574A	HP A6616 Dustproof Frame	1 Year	10 Days
JC575A	HP A6600 8-port 10/100Base-T HIM Module	1 Year	10 Days
JC576A	HP A6600 2-p OC48c RPR SFP HIM Module	1 Year	10 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JC577A	HP S6100N 8Gbps IPS	1 Year	30 Days
JC596A	HP 8800 Dual Fabric MPU	1 Year	10 Days
JC597A	HP 8800 Single Fabric MPU	1 Year	10 Days
JC598A	HP 8800 Single Proc Service Engine Mod	1 Year	10 Days
JC599A	HP 8800 Dual Proc Service Engine Mod	1 Year	10 Days
JC600A	HP 8800 Enh Single Proc Svc Engine Mod	1 Year	10 Days
JC601A	HP 8800 Enh Dual Proc Svc Engine Mod	1 Year	10 Days
JC602A	HP 8800 4-port 10GbE XFP Svc Proc Mod	1 Year	10 Days
JC603A	HP 8800 48-port Gig-T Svc Proc Mod	1 Year	10 Days
JC604A	HP 8800 48-port GbE SFP Svc Proc Mod	1 Year	10 Days
JC605A	HP 8800 2-port 10GbE XFP Svc Proc Mod	1 Year	10 Days
JC606A	HP 8800 16p GbE SFP/8p GbE Combo SPM	1 Year	10 Days
JC607A	HP 8800 NAT Service Module	1 Year	10 Days
JC608A	HP 8800 Network Analysis Service Module	1 Year	10 Days
JC610A	HP 10500 2500W AC Power Supply	1 Year	30 Days
JC611A	HP 10508-V Switch Chassis	1 Year	10 Days
JC612A	HP 10508 Switch Chassis	1 Year	10 Days
JC613A	HP 10504 Switch Chassis	1 Year	10 Days
JC614A	HP 10500 Main Processing Unit	1 Year	10 Days
JC615A	HP 10504 400Gbps Type A Fabric Module	1 Year	10 Days
JC616A	HP 10508/10508-V 720Gbps Type A Fab Mod	1 Year	10 Days
JC617A	HP 10500 24p GbE / 2p 10GbE XFP SE Mod	1 Year	10 Days
JC618A	HP 10500 48-port Gig-T SE Module	1 Year	10 Days
JC619A	HP 10500 48-port GbE SFP SE Module	1 Year	10 Days
JC620A	HP 10500 4-port 10GbE XFP SE Module	1 Year	10 Days
JC621A	HP 10500 24p GbE / 2p 10GbE XFP EA Mod	1 Year	10 Days
JC622A	HP 10500 48-port GbE SFP EA Module	1 Year	10 Days
JC623A	HP 10500 48-port Gig-T EA Module	1 Year	10 Days
JC624A	HP 10500 4-port 10GbE XFP EA Module	1 Year	10 Days
JC625A	HP 10500 48-port GbE SFP EB Module	1 Year	10 Days
JC626A	HP 10500 24p GbE / 2p 10GbE XFP EB Mod	1 Year	10 Days
JC627A	HP 10500 4-port 10GbE XFP EB Module	1 Year	10 Days
JC628A	HP 10500 16-port 10GbE SFP+ SC Module	1 Year	10 Days
JC629A	HP 10500 8-port 10GbE SFP+ EB Module	1 Year	10 Days
JC630A	HP 10500 8-port 10GbE SFP+ EA Module	1 Year	10 Days
JC631A	HP 10500 8-port 10GbE SFP+ SE Module	1 Year	10 Days
JC635A	HP 12500 VPN Firewall Module	1 Year	10 Days
JC644A	HP S7100 NX IPS	1 Year	30 Days
JC651A	HP 12500 1800W DC Power Supply	1 Year	30 Days
JC652A	HP 12508 DC Switch Chassis	1 Year	10 Days
JC653A	HP 12518 DC Switch Chassis	1 Year	10 Days
JC654A	HP 12504 AC Switch Chassis	1 Year	10 Days
JC655A	HP 12504 DC Switch Chassis	1 Year	10 Days
JC657A	HP 12518 G2 Fabric Module	1 Year	10 Days
JC658A	HP 1250x G2 Fabric Module	1 Year	10 Days
JC659A	HP 12500 8-port 10GbE SFP+ LEF Module	1 Year	10 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JC660A	HP 12500 48-port GbE SFP LEF Module	1 Year	10 Days
JC666A	HP A7503-S 144 Gbps Fab/MPU w 24p Gig-T	1 Year	30 Days
JC667A	HP A7500 16p GbE SFP/8p GbE Combo SA Mod	1 Year	30 Days
JC668A	HP A7500 20p Gig-T/4p GbE PoE-upg SA Mod	1 Year	30 Days
JC669A	HP A7500 20p Gig-T/4p Cmb PoE-upg SC Mod	1 Year	30 Days
JC679A	HP SMS XL Appliance w/500-IPS System Lic	1 Year	30 Days
JC680A	HP A58x0AF 650W AC Power Supply	1 Year	30 Days
JC681A	HP A58x0AF 650W DC Power Supply	1 Year	30 Days
JC689A	HP S5100N 10Gbps IPS Bundle	1 Year	30 Days
JC690A	HP S6100N 16Gbps IPS Bundle	1 Year	30 Days
JC691A	HP A5830AF-48G Switch w/1 Interface Slot	1 Year	30 Days
JC694A	HP A5830AF-96G Switch	1 Year	10 Days
JC695A	HP A5830AF-96G bck(pwr)-frt(prt) Fn Tray	1 Year	30 Days
JC696A	HP A5830AF-96G frt(prt)-bck(pwr) Fn Tray	1 Year	30 Days
JC697A	HP A7502 TAA Main Processing Unit	1 Year	10 Days
JC698A	HP A7503S 144 Gbps TAA Fab/MPU w 24p GbE	1 Year	10 Days
JC699A	HP A7500 384Gbps TAA Fab/MPU w 2p 10-GbE	1 Year	10 Days
JC700A	HP A7500 384 Gbps TAA Fabric / MPU	1 Year	10 Days
JC701A	HP A7510 768 Gbps TAA Fabric / MPU	1 Year	10 Days
JC704A	HP A7500 24-port GbE SFP SC TAA Module	1 Year	10 Days
JC709A	HP A7500 48p Gig-T PoE-upg SC TAA Module	1 Year	10 Days
JC710A	HP A7500 40p Gig-T/8p SFP PoE SC TAA Mod	1 Year	10 Days
JC712A	HP A7500 48-port Gig-T PoE+ SD TAA Mod	1 Year	10 Days
JC713A	HP A7500 8-port 10-GbE XFP SD TAA Module	1 Year	10 Days
JC714A	HP A7500 24p GbE SFP/2p XFP SD TAA Mod	1 Year	10 Days
JC715A	HP A7500 16p GbE SFP/8p Combo EB TAA Mod	1 Year	10 Days
JC716A	HP A7500 4-port 10-GbE XFP EB TAA Mod	1 Year	10 Days
JC718A	HP A7500 16p GbE SFP/8p Combo SD TAA Mod	1 Year	10 Days
JC719A	HP A7500 4-port 10-GbE XFP SD TAA Module	1 Year	10 Days
JC721A	HP A7500 48-port GbE SFP SD TAA Module	1 Year	10 Days
JC723A	HP A7500 8-port 10-GbE SFP+ SC TAA Mod	1 Year	10 Days
JC746A	HP VCX V7310 146G 2.5-in 360G7 Spare HDD	1 Year	30 Days
JC747A	HP 10500 2400W DC Power Supply	1 Year	10 Days
JC748A	HP 10512 Switch Chassis	1 Year	10 Days
JC749A	HP 10512 1.52Tbps Type B Fabric Module	1 Year	10 Days
JC750A	HP 10512 3.44Tbps Type D Fabric Module	1 Year	10 Days
JC751A	HP 10504 880Gbps Type B Fabric Module	1 Year	10 Days
JC752A	HP 10504 1.2Tbps Type D Fabric Module	1 Year	10 Days
JC753A	HP 10508/10508-V 1.04Tbps Typ B Fab Mod	1 Year	10 Days
JC754A	HP 10508/10508-V 2.32Tbps Typ D Fab Mod	1 Year	10 Days
JC755A	HP 10500 32-port 10GbE SFP+ SF Module	1 Year	10 Days
JC756A	HP 10500 48-port 10GbE SFP+ SF Module	1 Year	10 Days
JC757A	HP 10500 4-port 40GbE QSFP+ SF Module	1 Year	10 Days
JC763A	HP 10500 16p GbE SFP/8p GbE Cmb SE Mod	1 Year	10 Days
JC768A	HP NX IPS 6-segment Gig-T Module	1 Year	30 Days
JC769A	HP NX IPS 6-segment GbE SFP Module	1 Year	30 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JC770A	HP NX IPS 4-segment 10GbE SFP+ Module	1 Year	30 Days
JC771A	HP NX IPS 1-segment 40GbE QSFP+ Module	1 Year	30 Days
JC772A	HP 5900AF-48XG-4QSFP+ Switch	1 Year	10 Days
JC780A	HP 12500 8-port 10GbE SFP+ LEB Module	1 Year	10 Days
JC781A	HP 12500 8-port 10GbE SFP+ LEC Module	1 Year	10 Days
JC782A	HP 12500 16-port 10GbE SFP+ LEB Module	1 Year	10 Days
JC783A	HP 12500 16-port 10GbE SFP+ LEC Module	1 Year	10 Days
JC784A	HP X240 10G SFP+ SFP+ 7m DAC Cable	1 Year	30 Days
JC784C	HP X240 10G SFP+ 7m DAC Cable	1 Year	30 Days
JC785A	HP 12508 Cable Guides for AC Pwr Switch	1 Year	10 Days
JC786A	HP 12518 Cable Guides for AC Pwr Switch	1 Year	10 Days
JC792A	HP 7500 4-port 40GbE QSFP+ SC Module	1 Year	10 Days
JC808A	HP 12500 TAA Main Processing Unit	1 Year	10 Days
JC809A	HP 12500 48-port Gig-T LEC TAA Module	1 Year	10 Days
JC810A	HP 12500 8-port 10GbE XFP LEC TAA Mod	1 Year	10 Days
JC811A	HP 12500 48-port GbE SFP LEC TAA Module	1 Year	10 Days
JC812A	HP 12500 32p 10GbE SFP+ REC TAA Module	1 Year	10 Days
JC813A	HP 12500 8-port 10GbE SFP+ LEC TAA Mod	1 Year	10 Days
JC814A	HP 12500 16p 10GbE SFP+ LEC TAA Module	1 Year	10 Days
JC815A	HP 1250x TAA G2 Fabric Module	1 Year	10 Days
JC816A	HP 12518 TAA G2 Fabric Module	1 Year	10 Days
JC817A	HP 12500 8-port 10GbE SFP+ LEF TAA Mod	1 Year	10 Days
JC818A	HP 12500 48-port GbE SFP LEF TAA Module	1 Year	10 Days
JC819A	HP 12518 TAA Fabric Module	1 Year	10 Days
JC820A	HP 12508 TAA Fabric Module	1 Year	10 Days
JC821A	HP A7503 Sw Bndl w 384Gps Fab/12 SFP pts	1 Year	10 Days
JC822A	HP A7506 Sw Bndl w 384 Gps Fab Mod	1 Year	10 Days
JC823A	HP A7510 Sw Bndl w 768 Gps Fab Mod	1 Year	10 Days
JC824A	HP S5200 NX IPS	1 Year	30 Days
JC826A	HP NX IPS 750W AC Power Supply	1 Year	30 Days
JC827A	HP NX IPS 750W DC Power Supply	1 Year	30 Days
JC828A	HP NX IPS CFast Card	1 Year	30 Days
JC857A	HP X140 40G CFP LC LR4 10km SM XCVR	1 Year	10 Days
JC858A	HP S146 40G QSFP+ SR4 850nm Transceiver	1 Year	30 Days
JC859A	HP S136 10G SFP+ LC SR Transceiver	1 Year	30 Days
JC860A	HP S136 10G SFP+ LC LR Transceiver	1 Year	30 Days
JC861A	HP SMS v2 Appliance w/225-IPS Sys Lic	1 Year	30 Days
JC862A	HP SMS XL Appliance w/1500-IPS Sys Lic	1 Year	30 Days
JC875A	HP X126 1G SFP LC LX 10km 1310nm XCVR	1 Year	30 Days
JC876A	HP X126 1G SFP LC SX 550m 850nm XCVR	1 Year	30 Days
JC882A	HP S1050F NGFW Appliance	1 Year	30 Days
JC883A	HP S3010F NGFW Appliance	1 Year	30 Days
JC884A	HP S3020F NGFW Appliance	1 Year	30 Days
JC885A	HP S8005F NGFW Appliance	1 Year	30 Days
JC886A	HP S8010F NGFW Appliance	1 Year	30 Days
JC901A	HP TippingPoint 750W AC Power Supply	1 Year	30 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JD007A	HP 4800-24G Switch	Limited Lifetime†	Next Business Day
JD008A	HP 4800-24G-PoE Switch	Limited Lifetime†	Next Business Day
JD009A	HP 4800-24G-SFP Switch	Limited Lifetime†	Next Business Day
JD010A	HP 4800-48G Switch	Limited Lifetime†	Next Business Day
JD011A	HP 4800-48G-PoE Switch	Limited Lifetime†	Next Business Day
JD015A	HP 7760 Single Radio 802.11a/b/g AP	3 Year	Next Business Day
JD016A	HP 8760 Dual Radio 802.11a/b/g AP	3 Year	Next Business Day
JD019A	HP 9552 Dual Radio 802.11n Access Point	1 Year	30 Days
JD020A	HP 1405-24-2G Switch	3 Year	Next Business Day
JD022A	HP 1405-24G Switch	3 Year	Next Business Day
JD023A	HP MSR30-40 Router with VCX MIM Module	1 Year	30 Days
JD024A	HP MSR30-16 Rtr w/VCX Ent Br Com MIM Mod	1 Year	30 Days
JD025A	HP MSR30-16 Rtr w/VCX + 4FX0/2FXS Mod	1 Year	30 Days
JD026A	HP MSR30-40 Rtr w/VCX + 8FX0/4FXS Mod	1 Year	30 Days
JD027A	HP MSR30-40 Rtr w/VCX + 8BRI/4FXS Mod	1 Year	30 Days
JD028A	HP MSR30-40 Rtr w/VCX + T1/FX0/FXS Mod	1 Year	30 Days
JD029A	HP MSR30-40 Rtr w/VCX + E1/4BRI/4FXS Mod	1 Year	30 Days
JD030A	HP 802.11a/b/g Wireless Client (PCI)	3 Year	Next Business Day
JD031A	HP 802.11g Wireless Client (PC Card)	3 Year	Next Business Day
JD039A	HP Dual Band 11n Wireless USB Adapter	3 Year	Next Business Day
JD042A	HP Secure Fiber NIC	Limited Lifetime†	30 Days
JD043A	HP Secure Fiber Low Profile NIC	Limited Lifetime†	30 Days
JD050A	HP NJ1000G Intellijack	3 Year	Next Business Day
JD052A	HP NJ1000G Intellijack w/Lfetime Warranty	Limited Lifetime†	30 Days
JD054A	HP Single-prt 802.3at Gig PoE Pwr Supply	1 Year	30 Days
JD055B	HP Gigabit Intellijack 48V Power Supply	3 Year	Next Business Day
JD057A	HP NJ2000G Intellijack	3 Year	Next Business Day
JD059B	HP Single-prt 802.3af Gig PoE In-line PS	1 Year	30 Days
JD060A	HP X240 10G SFP+ SFP+ 10m DAC	1 Year	30 Days
JD061A	HP X125 1G SFP LC LH40 1310nm XCVR	1 Year	30 Days
JD062A	HP X120 1G SFP LC LH40 1550nm XCVR	1 Year	30 Days
JD063B	HP X125 1G SFP LC LH70 Transceiver	1 Year	30 Days
JD083A	HP X134 10G XFP LC ER Transceiver	1 Year	30 Days
JD084A	HP X160 2.5G SFP LC 2km Transceiver	1 Year	30 Days
JD085A	HP X160 2.5G SFP LC 15km Transceiver	1 Year	30 Days
JD086A	HP X160 2.5G SFP LC 40km Transceiver	1 Year	30 Days
JD087A	HP X160 2.5G SFP LC 80km Transceiver	1 Year	30 Days
JD088A	HP X135 10G XFP LC LR Transceiver	1 Year	30 Days
JD089B	HP X120 1G SFP RJ45 T Transceiver	1 Year	30 Days
JD090A	HP X110 100M SFP LC LH40 Transceiver	1 Year	30 Days
JD091A	HP X110 100M SFP LC LH80 Transceiver	1 Year	30 Days
JD092B	HP X130 10G SFP+ LC SR Transceiver	1 Year	30 Days
JD093B	HP X130 10G SFP+ LC LRM Transceiver	1 Year	30 Days
JD094B	HP X130 10G SFP+ LC LR Transceiver	1 Year	30 Days
JD095B	HP X240 10G SFP+ SFP+ 0.65m DAC Cable	1 Year	30 Days
JD095C	HP X240 10G SFP+ SFP+ 0.65m DAC Cable	1 Year	30 Days

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zL Modules, HP Threat Management Services zL Module, and HP E-MSM765zL Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
JD096B	HP X240 10G SFP+ SFP+ 1.2m DAC Cable	1 Year	30 Days
JD096C	HP X240 10G SFP+ SFP+ 1.2m DAC Cable	1 Year	30 Days
JD097B	HP X240 10G SFP+ SFP+ 3m DAC Cable	1 Year	30 Days
JD097C	HP X240 10G SFP+ SFP+ 3m DAC Cable	1 Year	30 Days
JD098B	HP X120 1G SFP LC BX 10-U Transceiver	1 Year	30 Days
JD099B	HP X120 1G SFP LC BX 10-D Transceiver	1 Year	30 Days
JD100A	HP X110 100M SFP LC BX 10-U Transceiver	1 Year	30 Days
JD101A	HP X110 100M SFP LC BX 10-D Transceiver	1 Year	30 Days
JD102B	HP X115 100M SFP LC FX Transceiver	1 Year	30 Days
JD103A	HP X120 1G SFP LC LH100 Transceiver	1 Year	30 Days
JD105A	HP X130 10G XENPAK SC ER Transceiver	1 Year	30 Days
JD106B	HP X130 10G XENPAK SC SR Transceiver	1 Year	30 Days
JD107A	HP X130 10G XFP LC ZR 1550nm Transceiver	1 Year	10 Days
JD108B	HP X130 10G XFP LC LR 1310nm Transceiver	1 Year	30 Days
JD109A	HP X170 1G SFP LC LH70 1550 Transceiver	1 Year	10 Days
JD110A	HP X170 1G SFP LC LH70 1570 Transceiver	1 Year	10 Days
JD111A	HP X170 1G SFP LC LH70 1590 Transceiver	1 Year	10 Days
JD112A	HP X170 1G SFP LC LH70 1610 Transceiver	1 Year	10 Days
JD113A	HP X170 1G SFP LC LH70 1470 Transceiver	1 Year	30 Days
JD114A	HP X170 1G SFP LC LH70 1490 Transceiver	1 Year	30 Days
JD115A	HP X170 1G SFP LC LH70 1510 Transceiver	1 Year	10 Days
JD116A	HP X170 1G SFP LC LH70 1530 Transceiver	1 Year	30 Days
JD117B	HP X130 10G XFP LC SR Transceiver	1 Year	30 Days
JD118B	HP X120 1G SFP LC SX Transceiver	1 Year	30 Days
JD119B	HP X120 1G SFP LC LX Transceiver	1 Year	30 Days
JD120B	HP X110 100M SFP LC LX Transceiver	1 Year	30 Days
JD121A	HP X135 10G XFP LC ER Transceiver	1 Year	10 Days
JD122A	HP EPON GE-PX20-SM SFP Module	1 Year	30 Days
JD181A	HP RPS 1000 A3 Redundant Power Supply	1 Year	30 Days
JD182B	HP RPS 500 Redundant Power Supply	1 Year	30 Days
JD183A	HP RPS 800 Redundant Power Supply	1 Year	10 Days
JD191A	HP 7500 8-port 10GbE XFP SD Module	1 Year	10 Days
JD193B	HP 7500 384Gbps Fab Mod w/2 XFP Ports	1 Year	10 Days
JD194B	HP 7500 384Gbps Fabric Module	1 Year	10 Days
JD195A	HP 7500 384Gbps Advanced Fabric Module	1 Year	10 Days
JD196A	HP 7502 Fabric Module	1 Year	10 Days
JD197B	HP 7500 48-port 100BASE-FX Module	1 Year	10 Days
JD198B	HP 7500 48-port 10/100BASE-T Module	1 Year	10 Days
JD199B	HP 7500 48-port Gig-T PoE-ready Module	1 Year	10 Days
JD200A	HP 7500 1-port 1/10GbE XFP Module	1 Year	10 Days
JD201A	HP 7500 2-port 10GbE XFP SC Module	1 Year	10 Days
JD202A	HP 7500 12-port GbE SFP Adv Module	1 Year	10 Days
JD203B	HP 7500 24-port GbE SFP Module	1 Year	10 Days
JD204B	HP 7500 24-port Gig-T Module	1 Year	10 Days
JD205A	HP 7500 24p GbE SFP / 2p 10GbE XFP Mod	1 Year	10 Days
JD206A	HP 7500 24p Gig-T / 2p 10GbE XFP Mod	1 Year	10 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JD207A	HP 7500 12-port GbE SFP Module	1 Year	10 Days
JD208A	HP 7500 1400W DC Power Supply	1 Year	30 Days
JD209A	HP 7500 650W DC Power Supply	1 Year	30 Days
JD210A	HP 7500 48-port Gig-T Module	1 Year	10 Days
JD211B	HP 7500 48-port GbE SFP Module	1 Year	10 Days
JD217A	HP 7500 650W AC Power Supply	1 Year	30 Days
JD218A	HP 7500 1400W AC Power Supply	1 Year	30 Days
JD219A	HP 7500 2800W AC Power Supply	1 Year	30 Days
JD220A	HP 7500 768Gbps Fabric Module	1 Year	10 Days
JD221A	HP 7500 48-port GbE SFP Enhanced Module	1 Year	10 Days
JD222A	HP 7503 Fabric Module with 24 GbE Ports	1 Year	10 Days
JD223A	HP 7500 24p GbE SFP Mod w/8 Combo Ports	1 Year	10 Days
JD224A	HP 7500 384Gbps Fab Mod w/12 SFP Ports	1 Year	10 Days
JD225A	HP 7502 300W DC Power Supply	1 Year	30 Days
JD226A	HP 7502 300W AC Power Supply	1 Year	30 Days
JD227A	HP 7500 6000W AC Power Supply	1 Year	30 Days
JD228B	HP 7500 40p Gig-T/8p SFP PoE-ready Mod	1 Year	10 Days
JD229B	HP 7500 48p Gig-T PoE+ Extended Module	1 Year	10 Days
JD230A	HP 7500 24p GbE-SFP/2p 10GbE XFP Ext Mod	1 Year	10 Days
JD231A	HP 7500 24-port GbE SFP Enhanced Module	1 Year	10 Days
JD232A	HP 7500 4-port 10GbE XFP Enhanced Module	1 Year	10 Days
JD233A	HP 7500 2-port 10GbE XFP Enhanced Module	1 Year	10 Days
JD234A	HP 7500 24-port GbE SFP Extended Module	1 Year	10 Days
JD235A	HP 7500 4-port 10GbE XFP SD Module	1 Year	10 Days
JD236A	HP 7500 2-port 10GbE XFP SD Module	1 Year	10 Days
JD237A	HP 7500 48-port GbE SFP Extended Module	1 Year	10 Days
JD238B	HP 7510 Switch Chassis	1 Year	10 Days
JD239B	HP 7506 Switch Chassis	1 Year	10 Days
JD240B	HP 7503 Switch Chassis	1 Year	10 Days
JD241B	HP 7506-V Switch Chassis	1 Year	10 Days
JD242B	HP 7502 Switch Chassis	1 Year	10 Days
JD243B	HP 7503-S Switch Chassis w/1 Fabric Slot	1 Year	10 Days
JD244A	HP A7500 IPS Module	1 Year	10 Days
JD245A	HP 9500 VPN Firewall Module	1 Year	10 Days
JD246A	HP 9500 NetStream Monitoring Module	1 Year	10 Days
JD247A	HP 9500 Load Balancing Module	1 Year	10 Days
JD249A	HP 10500/7500 Advanced VPN Firewall Mod	1 Year	10 Days
JD250A	HP 6600 Firewall Processing Rtr Module	1 Year	10 Days
JD251A	HP 8800 Firewall Processing Module	1 Year	10 Days
JD252A	HP 7500 Load Balancing Module	1 Year	10 Days
JD253A	HP 10500/7500 SSL VPN Mod w 500-user Lic	1 Year	10 Days
JD254A	HP 10500/7500 NetStream Monitoring Mod	1 Year	10 Days
JD255A	HP 5820 VPN Firewall Module	1 Year	10 Days
JD261A	HP S1000-S/A 2-Port 1000-X Module	1 Year	10 Days
JD262A	HP S100-A or S1000-S/A SSL VPN Module	1 Year	30 Days
JD263A	HP S5000-A5 VPN 12-Port GbE Module	1 Year	10 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JD264A	HP S5000-A5 VPN 2-Port 10-GbE Module	1 Year	10 Days
JD265A	HP S200-S 2-Port Gig-T Module	1 Year	30 Days
JD266A	HP S200-M/A 2-Port Gig-T Module	1 Year	30 Days
JD267A	HP S200-M/A 1000-X 4-Port Module	1 Year	10 Days
JD268A	HP S200-CS UTM Appliance	1 Year	30 Days
JD269A	HP S100-A VPN Firewall Module	1 Year	30 Days
JD270A	HP S1000-S VPN Firewall Appliance	1 Year	30 Days
JD271A	HP S1000-A VPN Firewall Appliance	1 Year	30 Days
JD272A	HP S1000-E VPN Firewall Appliance	1 Year	10 Days
JD273A	HP S200-S UTM Appliance	1 Year	30 Days
JD274A	HP S200-M UTM Appliance	1 Year	30 Days
JD275A	HP S200-A UTM Appliance	1 Year	30 Days
JD276A	HP 1G Compact Flash	1 Year	30 Days
JD277A	HP 512M Compact Flash	1 Year	30 Days
JD278A	HP 256M Compact Flash	1 Year	30 Days
JD298A	HP 1 Port Gig-T 3100 SI Module	Limited Lifetime†	Next Business Day
JD299A	HP 1 Port Gig-LX SC 3100 SI Module	Limited Lifetime†	Next Business Day
JD300A	HP 1 Port Gig-SX SC 3100 SI Module	Limited Lifetime†	Next Business Day
JD301A	HP 1-Port 10/100Base-T POE 3100 SI Mod	Limited Lifetime†	Next Business Day
JD304A	HP 3100-8 SI Switch	Limited Lifetime†	Next Business Day
JD305A	HP 3100-16 SI Switch	Limited Lifetime†	Next Business Day
JD306A	HP 3100-24 SI Switch	Limited Lifetime†	Next Business Day
JD308A	HP A3100-16 SI Switch w 2 Mod Slots	Limited Lifetime†	Next Business Day
JD309A	HP A3100-24 SI Switch with 2 Slots	Limited Lifetime†	Next Business Day
JD311A	HP 3100-8-PoE EI Switch	Limited Lifetime†	Next Business Day
JD311B	HP 3100-8-PoE v2 EI Switch	Limited Lifetime†	Next Business Day
JD312A	HP 3100-16-PoE EI Switch	Limited Lifetime†	Next Business Day
JD313A	HP 3100-24-PoE EI Switch	Limited Lifetime†	Next Business Day
JD313B	HP 3100-24-PoE v2 EI Switch	Limited Lifetime†	Next Business Day
JD314A	HP 3100-16 DC EI Switch	Limited Lifetime†	Next Business Day
JD315A	HP 3100-24 DC EI Switch	Limited Lifetime†	Next Business Day
JD316A	HP 3100-8 DC EI Switch	Limited Lifetime†	Next Business Day
JD317A	HP 3100-48 Switch	Limited Lifetime†	Next Business Day
JD318A	HP 3100-8 EI Switch	Limited Lifetime†	Next Business Day
JD318B	HP 3100-8 v2 EI Switch	Limited Lifetime†	Next Business Day
JD319A	HP 3100-16 EI Switch	Limited Lifetime†	Next Business Day
JD319B	HP 3100-16 v2 EI Switch	Limited Lifetime†	Next Business Day
JD320A	HP 3100-24 EI Switch	Limited Lifetime†	Next Business Day
JD320B	HP 3100-24 v2 EI Switch	Limited Lifetime†	Next Business Day
JD325A	HP 3600-24-PoE SI Switch	Limited Lifetime†	Next Business Day
JD326A	HP 3600-24-PoE EI Switch	Limited Lifetime†	Next Business Day
JD327A	HP 3600-48-PoE SI Switch	Limited Lifetime†	Next Business Day
JD328A	HP 3600-48-PoE EI Switch	Limited Lifetime†	Next Business Day
JD329A	HP 3600-24TP SI Switch	Limited Lifetime†	Next Business Day
JD330A	HP 3600-24 SI Switch	Limited Lifetime†	Next Business Day
JD331A	HP 3600-24 EI Switch	Limited Lifetime†	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JD332A	HP 3600-48 SI Switch	Limited Lifetime†	Next Business Day
JD333A	HP 3600-48 EI Switch	Limited Lifetime†	Next Business Day
JD334A	HP 3600-24-SFP EI Switch	Limited Lifetime†	Next Business Day
JD335A	HP 3610-48 Switch	Limited Lifetime†	Next Business Day
JD336A	HP 3610-24-4G-SFP Switch	Limited Lifetime†	Next Business Day
JD337A	HP 3610-24-2G-2G-SFP Switch	Limited Lifetime†	Next Business Day
JD338A	HP 3610-24-SFP Switch	Limited Lifetime†	Next Business Day
JD339A	HP 5100 1-port 10GbE XFP Module	Limited Lifetime†	Next Business Day
JD359B	HP 5500 2-port 10GbE XFP Module	Limited Lifetime†	Next Business Day
JD360B	HP 5500 2-port 10GbE Loc Connect Module	Limited Lifetime†	Next Business Day
JD361B	HP 5500 1-port 10GbE XFP Module	Limited Lifetime†	Next Business Day
JD362A	HP 5500 150WAC Power Supply	1 Year	30 Days
JD366A	HP 5500 150WDC Power Supply	1 Year	30 Days
JD367A	HP 5500/4800 2-port GbE SFP Module	Limited Lifetime†	Next Business Day
JD368B	HP 5500/5120 2-port 10GbE SFP+ Module	Limited Lifetime†	Next Business Day
JD369A	HP 5500-24G SI Switch	Limited Lifetime†	Next Business Day
JD370A	HP 5500-48G SI Switch	Limited Lifetime†	Next Business Day
JD371A	HP 5500-24G-PoE SI Switch	Limited Lifetime†	Next Business Day
JD372A	HP 5500-48G-PoE SI Switch	Limited Lifetime†	Next Business Day
JD373A	HP 5500-24G DC EI Switch	Limited Lifetime†	Next Business Day
JD374A	HP 5500-24G-SFP EI Switch	Limited Lifetime†	Next Business Day
JD375A	HP 5500-48G EI Switch	Limited Lifetime†	Next Business Day
JD376A	HP 5500-48G-PoE EI Switch	Limited Lifetime†	Next Business Day
JD377A	HP 5500-24G EI Switch	Limited Lifetime†	Next Business Day
JD378A	HP 5500-24G-PoE EI Switch	Limited Lifetime†	Next Business Day
JD379A	HP 5500-24G-SFP DC EI Switch	Limited Lifetime†	Next Business Day
JD428B	HP A-MSR50 Main Processing Unit	1 Year	30 Days
JD429B	HP MSR50 G2 Processor Module	1 Year	10 Days
JD430A	HP MSR50 G2 Module	1 Year	10 Days
JD431A	HP MSR20-10 Router	1 Year	10 Days
JD432A	HP A-MSR20-21 Multi-Service Router	1 Year	30 Days
JD433A	HP MSR50-40 Router	1 Year	10 Days
JD440A	HP 7500 Access Controller Module	1 Year	30 Days
JD441A	HP 5800 ACM for 64-256 APs	Limited Lifetime†	Next Business Day
JD442A	HP 9500 ACM for 128-640 APs	1 Year	10 Days
JD443A	HP 5800 ACM for 32-64 APs	Limited Lifetime†	Next Business Day
JD444A	HP 3000-8G-PPoE+ Wireless Switch	1 Year	30 Days
JD445A	HP WA2612 Single Radio 802.11n AP	1 Year	30 Days
JD446B	HP WA2110 Single Radio 802.11a/b/g AP	1 Year	30 Days
JD447B	HP WX5002 Access Controller	1 Year	30 Days
JD448B	HP WX5004 Access Controller	1 Year	30 Days
JD449A	HP 3000-24G-PoE+ Wireless Switch	1 Year	30 Days
JD450A	HP 3000-10G-PoE+ Wireless Switch	1 Year	30 Days
JD451A	HP WA2220 Dual Radio 802.11a/b/g AP	1 Year	30 Days
JD452A	HP WA2610E Single Radio 802.11n AP	1 Year	30 Days
JD453A	HP WA2620E Dual Rad 802.11n Plenum AP	1 Year	30 Days

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zL Modules, HP Threat Management Services zL Module, and HP E-MSM765zL Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
JD472A	HP WA2620 Dual Rad 802.11n AP	1 Year	30 Days
JD483B	HP Single-port 802.3af PoE In-line PS	1 Year	30 Days
JD485A	HP X120 1G GBIC SC SX Transceiver	1 Year	30 Days
JD486A	HP X120 1G GBIC SC LX Transceiver	1 Year	30 Days
JD488A	HP X120 1G GBIC RJ45 T Transceiver	1 Year	30 Days
JD493A	HP X124 1G SFP LC SX Transceiver	1 Year	30 Days
JD494A	HP X124 1G SFP LC LX Transceiver	1 Year	30 Days
JD497A	HP X110 100M SFP LC FX DM Transceiver	1 Year	30 Days
JD498A	HP X110 100M SFP LC LX10 Transceiver	1 Year	30 Days
JD499A	HP X130 10G XENPAK SC LX4 Transceiver	1 Year	30 Days
JD502A	HP X130 10G XENPAK CX4 Transceiver	1 Year	30 Days
JD506A	HP X130 10G XFP CX4 Transceiver	1 Year	30 Days
JD536A	HP MSR 1-port Analog Modem SIC Module	1 Year	Next Business Day
JD537A	HP MSR 1-port ADSL2+ SIC Module	1 Year	Next Business Day
JD538A	HP MSR 1-port Fractional SIC Module	1 Year	Next Business Day
JD539A	HP MSR 4-port Voice E and M MIM Module	1 Year	10 Days
JD540A	HP MSR 2-port Enhanced Serial MIM Mod	1 Year	10 Days
JD541A	HP MSR 4-port Enhanced Serial MIM Module	1 Year	10 Days
JD542A	HP MSR 4-port FXO MIM Module	1 Year	10 Days
JD543A	HP MSR 2-port FXO MIM Module	1 Year	10 Days
JD544A	HP MSR 2-port CE1/PRI MIM Module	1 Year	10 Days
JD545B	HP MSR 1-port 10/100 SIC Module	1 Year	30 Days
JD547A	HP MSR 1-port G.SHDSL MIM Module	1 Year	30 Days
JD548A	HP MSR 2-port Gig-T MIM Module	1 Year	10 Days
JD549A	HP MSR 2-port FT1/CT1 PRI MIM Module	1 Year	10 Days
JD550A	HP MSR 4-port CE1/PRI MIM Module	1 Year	10 Days
JD551A	HP MSR 4-port 10/100BASE-TX Module	1 Year	10 Days
JD552A	HP MSR 8p Sync/Async Interface Enh Mod	1 Year	10 Days
JD553A	HP MSR 4-port FXS MIM Module	1 Year	10 Days
JD554A	HP MSR NDEC2 Encryption Accel MIM Mod	1 Year	30 Days
JD555B	HP MSR 8-p E1 IMA (75ohm) MIM Module	1 Year	10 Days
JD556A	HP MSR 4-port T1 IMA MIM Module	1 Year	30 Days
JD557A	HP MSR 1-port Enhanced Serial SIC Mod	1 Year	Next Business Day
JD558A	HP MSR 2-port FXO SIC Module	1 Year	Next Business Day
JD559A	HP MSR 1-port FXO SIC Module	1 Year	Next Business Day
JD560A	HP MSR 2-port FXS SIC Module	1 Year	Next Business Day
JD561A	HP MSR 1-port FXS SIC Module	1 Year	Next Business Day
JD563A	HP MSR 8-port E1/CE1/PRI (75ohm) MIM Mod	1 Year	30 Days
JD564A	HP MSR 24-port 10/100 DMIM Module	1 Year	10 Days
JD565A	HP MSR 1-port E1 Voice MIM Module	1 Year	10 Days
JD566A	HP MSR 1-port T1 Voice MIM Module	1 Year	10 Days
JD567A	HP MSR 2-port E1-Voice MIM Module	1 Year	10 Days
JD568A	HP MSR 2-port T1 Voice MIM Module	1 Year	10 Days
JD569A	HP MSR 16-port 10/100 MIM Module	1 Year	30 Days
JD570A	HP MSR 1-port ISDN-U SIC Module	1 Year	30 Days
JD571A	HP MSR 1-port ISDN-S/T SIC Module	1 Year	Next Business Day

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zL Modules, HP Threat Management Services zL Module, and HP E-MSM765zL Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
JD572A	HP MSR 1-port 10/100/1000 SIC Module	1 Year	Next Business Day
JD573B	HP MSR 4-port 10/100 SIC Module	1 Year	30 Days
JD574B	HP MSR 9-port 10/100 DSIC Module	1 Year	30 Days
JD575A	HP MSR 1-port E1-Voice SIC Module	1 Year	Next Business Day
JD576A	HP MSR 1-port T1-Voice SIC Module	1 Year	Next Business Day
JD577A	HP MSR 2-port 10/100 FIC MSR Module	1 Year	10 Days
JD578A	HP MSR 2-port CE1/PRI FIC Module	1 Year	10 Days
JD580A	HP MSR 8-port Serial Enhanced FIC Module	1 Year	10 Days
JD581A	HP 1-Port OC-3 POS FIC A-MSR Module	1 Year	30 Days
JD581B	HP MSR 1-port OC-3 POS FIC Module	1 Year	30 Days
JD581C	HP MSR 1-p OC-3c/STM-1c POS FIC Module	1 Year	10 Days
JD582A	HP MSR 1-port GbE Fiber FIC Module	1 Year	10 Days
JD583A	HP 1-Port 10/100/1000 FIC A-MSR Module	1 Year	30 Days
JD583B	HP MSR 1-port 10/100/1000 FIC Module	1 Year	10 Days
JD584A	HP MSR 4-port Enhanced Serial FIC Module	1 Year	10 Days
JD585A	HP MSR 8-port CE1/PRI FIC-75 Module	1 Year	10 Days
JD586B	HP MSR 8-port T1/CT1/PRI FIC Module	1 Year	10 Days
JD587A	HP MSR 2-port E1-Voice FIC Module	1 Year	10 Days
JD588A	HP MSR 4-port CE1/PRI FIC Module	1 Year	10 Days
JD589A	HP MSR 4-port ISDN-S/T FIC Module	1 Year	10 Days
JD591A	HP MSR 4-port Fractional E1 FIC Module	1 Year	10 Days
JD592A	HP MSR 4-port Fractional T1 FIC Module	1 Year	10 Days
JD593A	HP MSR 4-port FXO FIC Module	1 Year	10 Days
JD594A	HP MSR 4-port FXS FIC Module	1 Year	10 Days
JD595A	HP MSR 1-port T3 ATM FIC Module	1 Year	10 Days
JD596A	HP MSR 1-port E3 ATM FIC Module	1 Year	10 Days
JD598A	HP MSR 32-channel Voice Processor Module	1 Year	10 Days
JD599A	HP MSR 24-channel Voice Processor Module	1 Year	10 Days
JD600A	HP MSR 16-channel Voice Processor Module	1 Year	10 Days
JD601A	HP MSR 8-channel Voice Processor Module	1 Year	10 Days
JD602A	HP MSR 4-port E and M FIC Module	1 Year	10 Days
JD603A	HP MSR 24-port 10/100 DFIC Module	1 Year	30 Days
JD604A	HP MSR 16-port 10/100 FIC Module	1 Year	30 Days
JD605A	HP MSR 1-port T1 Voice FIC Module	1 Year	10 Days
JD606A	HP MSR 2-port T1 Voice FIC Module	1 Year	10 Days
JD607A	HP MSR 1-port E1 Voice FIC Module	1 Year	10 Days
JD608A	HP MSR Encryption Accelerator Adv Mod	1 Year	10 Days
JD609A	HP MSR Std Encryption Accelerator Mod	1 Year	10 Days
JD610A	HP MSR Voice Co-processor Module	1 Year	10 Days
JD613A	HP MSR 2-port 10/100 MIM Module	1 Year	10 Days
JD616A	HP MSR 16-port 10/100 PoE FIC Module	1 Year	10 Days
JD617A	HP MSR 24-port 10/100 POE DFIC Module	1 Year	10 Days
JD618A	HP MSR 16-port 10/100 PoE MIM Module	1 Year	10 Days
JD619A	HP MSR 24-port 10/100 PoE DMIM Module	1 Year	10 Days
JD620A	HP MSR 4-port 10/100 PoE SIC Module	1 Year	Next Business Day
JD621A	HP MSR 9-port 10/100 PoE DSIC Module	1 Year	Next Business Day

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zL Modules, HP Threat Management Services zL Module, and HP E-MSM765zL Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
JD622A	HP MSR 4-port E1-IMA FIC -75 Module	1 Year	10 Days
JD624A	HP MSR 1-port OC-3 ATM MIM Module	1 Year	10 Days
JD625A	HP MSR 1-port FE3/CE3 FIC Module	1 Year	10 Days
JD628A	HP MSR 1-port FT3/CT3 MIM Module	1 Year	10 Days
JD629A	HP MSR 1-port FT3/CT3 FIC Module	1 Year	10 Days
JD630A	HP MSR 1-port FE3/CE3 MIM Module	1 Year	10 Days
JD632A	HP MSR 2FXS + 1FXO Voice Intfc SIC Mod	1 Year	Next Business Day
JD633A	HP MSR 1-port OC-3 ATM FIC Module	1 Year	10 Days
JD634A	HP 1-Port Fractional E1 SIC A-MSR Module	1 Year	30 Days
JD634B	HP MSR 1-port Fractional E1 SIC Module	1 Year	Next Business Day
JD650A	HP MSR50 AC Power Supply	1 Year	10 Days
JD651A	HP MSR50 Module	1 Year	10 Days
JD652A	HP MSR50 500W PoE Power Module	1 Year	10 Days
JD653A	HP MSR50 Processor Module	1 Year	30 Days
JD663B	HP MSR20-21 Router	1 Year	Next Business Day
JD677A	HP MSR 256MB SDRAM SO-DIMM	1 Year	30 Days
JD721A	HP NBX V3001 512MB MEMORY UPGRADE	1 Year	30 Days
JD756A	HP NBX Analog Terminal Adapter	1 Year	30 Days
JD838A	HP 1405C-5G Switch	3 Year	Next Business Day
JD841A	HP 1405C-8G Switch	3 Year	Next Business Day
JD844A	HP 1405-16G Desktop Switch	3 Year	Next Business Day
JD853A	HP 1405C-5 Switch	3 Year	Next Business Day
JD856A	HP 1405C-8 Switch	3 Year	Next Business Day
JD858A	HP 1405-16 Desktop Switch	3 Year	Next Business Day
JD862A	HP 8-port 10/100 Switch 25-Pack	3 Year	Next Business Day
JD864A	HP 1905-10G-PoE Switch	3 Year	Next Business Day
JD865A	HP 1900-8G Switch	3 Year	Next Business Day
JD866A	HP 1405-5 Switch	3 Year	Next Business Day
JD867A	HP 1405-8 Switch	3 Year	Next Business Day
JD869A	HP 1405-5G Switch	3 Year	Next Business Day
JD871A	HP 1405-8G Switch	3 Year	Next Business Day
JD875A	HP OfficeConnect Managed Switch 9 FX	3 Year	Next Business Day
JD877A	HP 1905-8-PoE Switch	3 Year	Next Business Day
JD896A	HP 802.11a/b/g Workgroup Bridge	1 Year	30 Days
JD899A	HP 802.11a Integ Outdoor Bridge and AP	1 Year	30 Days
JD984A	HP 1405-16 Switch	3 Year	Next Business Day
JD986A	HP 1405-24 Switch	3 Year	Next Business Day
JD986B	HP 1410-24-R Switch	Limited Lifetime†	Next Business Day
JD990A	HP 1905-24 Switch	3 Year	Next Business Day
JD992A	HP 1905-24-PoE Switch	3 Year	Next Business Day
JD994A	HP 1905-48 Switch	3 Year	Next Business Day
JD998A	HP 1405-16G Switch	3 Year	Next Business Day
JE005A	HP 1910-16G Switch	Limited Lifetime†	Next Business Day
JE006A	HP 1910-24G Switch	Limited Lifetime†	Next Business Day
JE007A	HP 1910-24G-PoE (365W) Switch	Limited Lifetime†	Next Business Day
JE008A	HP 1910-24G-PoE(170W) Switch	Limited Lifetime†	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JE009A	HP 1910-48G Switch	Limited Lifetime†	Next Business Day
JE015A	HP 4200-12G Switch	Limited Lifetime†	Next Business Day
JE016A	HP E4200-24G Switch	Limited Lifetime†	Next Business Day
JE018A	HP E4200-48G Switch	Limited Lifetime†	Next Business Day
JE020A	HP E4200-24G-PoE Switch	Limited Lifetime†	Next Business Day
JE022A	HP 4210-8 Switch	Limited Lifetime†	Next Business Day
JE025A	HP 4210-16 Switch	Limited Lifetime†	Next Business Day
JE027A	HP 4210-48 Switch	Limited Lifetime†	Next Business Day
JE029A	HP 4210-8-PoE Switch	Limited Lifetime†	Next Business Day
JE031A	HP E4210-16-PoE Switch	Limited Lifetime†	Next Business Day
JE033A	HP 4210-24-PoE Switch	Limited Lifetime†	Next Business Day
JE045A	HP 4500-24 Switch	Limited Lifetime†	Next Business Day
JE046A	HP 4500-48 Switch	Limited Lifetime†	Next Business Day
JE047A	HP 4500-24-PoE Switch	Limited Lifetime†	Next Business Day
JE048A	HP 4500-48-PoE Switch	Limited Lifetime†	Next Business Day
JE049A	HP 4500/4800 2-port 10GbE XFP Module	Limited Lifetime†	Next Business Day
JE051A	HP 4500/4800 2-port 10GbE LCM Module	Limited Lifetime†	Next Business Day
JE053A	HP 4500/4800 1-port 10GbE XFP Module	Limited Lifetime†	Next Business Day
JE057A	HP E4500-24G Switch	Limited Lifetime†	Next Business Day
JE061A	HP 4500-24G-PoE Switch	Limited Lifetime†	Next Business Day
JE063A	HP 4500-48G-PoE Switch	Limited Lifetime†	Next Business Day
JE066A	HP 5120-24G EI Switch	Limited Lifetime†	Next Business Day
JE067A	HP 5120-48G EI Switch	Limited Lifetime†	Next Business Day
JE068A	HP 5120-24G EI Switch with 2 Slots	Limited Lifetime†	Next Business Day
JE069A	HP 5120-48G EI Switch with 2 Slots	Limited Lifetime†	Next Business Day
JE070A	HP 5120-24G-PoE EI Switch with 2 Slots	Limited Lifetime†	Next Business Day
JE071A	HP 5120-48G-PoE EI Switch with 2 Slots	Limited Lifetime†	Next Business Day
JE072A	HP 5120-48G SI Switch	Limited Lifetime†	Next Business Day
JE073A	HP 5120-16G SI Switch	Limited Lifetime†	Next Business Day
JE074A	HP 5120-24G SI Switch	Limited Lifetime†	Next Business Day
JE075A	HP 5500 8-port SFP Module	Limited Lifetime†	Next Business Day
JE077A	HP 5500 1-port 10GbE XENPAK Module	Limited Lifetime†	Next Business Day
JE081A	HP E5500-24G-PoE Power Supply	Limited Lifetime†	Next Business Day
JE082A	HP E5500-48G-PoE Power Supply	Limited Lifetime†	Next Business Day
JE083A	HP E5500-24G Power Supply	Limited Lifetime†	Next Business Day
JE084A	HP E5500-48G Power Supply	Limited Lifetime†	Next Business Day
JE085A	HP 2-Port 10-GbE E5500 Module XFP	Limited Lifetime†	Next Business Day
JE088A	HP E5500-24G Switch	Limited Lifetime†	Next Business Day
JE090A	HP E5500-48G Switch	Limited Lifetime†	Next Business Day
JE092A	HP E5500-24G-PoE Switch	Limited Lifetime†	Next Business Day
JE094A	HP E5500-48G-PoE Switch	Limited Lifetime†	Next Business Day
JE096A	HP E5500-24G-SFP Switch	Limited Lifetime†	Next Business Day
JE101A	HP E5500-24 Switch	Limited Lifetime†	Next Business Day
JE103A	HP E5500-48 Switch	Limited Lifetime†	Next Business Day
JE105A	HP E5500-24-PoE Switch	Limited Lifetime†	Next Business Day
JE107A	HP E5500-48-PoE Switch	Limited Lifetime†	Next Business Day

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zL Modules, HP Threat Management Services zL Module, and HP E-MSM765zL Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
JE109A	HP E5500-24-SFP Switch	Limited Lifetime†	Next Business Day
JE172A	HP 8807 1200W AC Power Supply C19	1 Year	30 Days
JE173A	HP 8800 2000W AC Power Supply, C19	1 Year	30 Days
JE174A	HP 8800 360 Gbps Fabric Module	1 Year	10 Days
JE176A	HP 8800 PoE Entry Module	1 Year	30 Days
JE178A	HP 4-port XFP 8800 Module	1 Year	10 Days
JE182A	HP 8800/S7900E/SW7750 PoE Option Switch	1 Year	10 Days
JE185A	HP 48-port Gig-T Access IPv6 8800 Mod	1 Year	10 Days
JE203A	HP 8807 7-slot Chassis Kit	1 Year	10 Days
JE205A	HP VPLS 8800 Module	1 Year	10 Days
JE222A	HP 3101SP Basic Speaker Phone (BR)	1 Year	30 Days
JE223A	HP 3102 Business Phone	1 Year	30 Days
JE228A	HP 3105 Attendant Console	1 Year	30 Days
JE232A	HP 90/240V-24VDC Phone Power Supply (AA)	1 Year	30 Days
JE233A	HP 90/240V-24VDC Phone Power Supply (CN)	1 Year	30 Days
JE234A	HP 90/240V-24VDC Phone Power Supply (ME)	1 Year	30 Days
JE235A	HP 90/240V-24VDC Phone Power Supply (SA)	1 Year	30 Days
JE236A	HP 90/240V-24VDC Phone Power Supply (UK)	1 Year	30 Days
JE237A	HP 90-240V-24VDC Phone Power Supply (US)	1 Year	30 Days
JE250A	HP 1-port 802.3af PoE Supply	1 Year	30 Days
JE252A	HP VCX Connect Primary MIM Mod	1 Year	30 Days
JE253A	HP VCX Connect Secondary MIM Mod	1 Year	30 Days
JE254A	HP VCX BRANCH MIM MOD	1 Year	30 Days
JE271A	HP VCX V6100 CPU and CM Module Set	1 Year	30 Days
JE272A	HP VCX V6000 V6100 Connect 100 PS Mod	1 Year	30 Days
JE275A	HP VCX V6000 V6100 Connect 100 CM FRU	1 Year	30 Days
JE277A	HP VCX V7005 250G SATA RAID Disk	1 Year	30 Days
JE278A	HP X3650 Spare Diskless Server	1 Year	30 Days
JE279A	HP X3650 146 Gig SAS RAID Disk	1 Year	30 Days
JE312A	HP PBX Integration Media Gateway	1 Year	30 Days
JE313A	HP VOIP 1 Span Digital GW	1 Year	30 Days
JE339A	HP VCX CONNECT 100 Primary	1 Year	30 Days
JE340A	HP VCX Connect 100 Pri Server 9.0	1 Year	30 Days
JE341A	HP VCX CONNECT 100 Secondary	1 Year	30 Days
JE342A	HP VCX Connect 100 Sec Server 9.0	1 Year	30 Days
JE344A	HP VCX Connect 100 spare Primary HDD	1 Year	30 Days
JE346A	HP VCX Connect 100 spare Secondary HDD	1 Year	30 Days
JE347A	HP VCX CONNECT 200 Primary	1 Year	30 Days
JE348A	HP VCX Connect 200 Pri Server 9.0	1 Year	30 Days
JE349A	HP VCX CONNECT 200 Secondary	1 Year	30 Days
JE350A	HP VCX Connect 200 Sec Server	1 Year	30 Days
JE355A	HP VCX V6000 Branch Platform 9.0	1 Year	30 Days
JE356A	HP VCX V6100 Hard Disk 9.0 Module	1 Year	30 Days
JE357A	HP VCX V7005 Series Server 9.0	1 Year	30 Days
JE358A	HP VCX V7205 Series Server 9.0	1 Year	30 Days
JE359A	HP VCX V6100 Connect 100 4P FX0 Module	1 Year	30 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JE360A	HP VCX V6100 Connect 100 4P FXS Module	1 Year	30 Days
JE361A	HP VCX V6100 Connect 100 4Span BRI Mod	1 Year	30 Days
JE362A	HP VCX V6000 2P FXS FRU Module	1 Year	30 Days
JE364A	HP VCX V6100 Connect 100 GW CPU Mod FRU	1 Year	30 Days
JE365A	HP VCX V6000 GW CPU Module FRU	1 Year	30 Days
JE366A	HP VCX V7111 4 FXS GW	1 Year	30 Days
JE367A	HP VCX V7111 8 FXS GW	1 Year	30 Days
JE368A	HP VCX V7111 24 FXS GW	1 Year	30 Days
JE369A	HP VCX V7111 4 FXO GW	1 Year	30 Days
JE370A	HP VCX V7111 8 FXO GW	1 Year	30 Days
JE371A	HP VCX V7111 2P FXS GATEWAY	1 Year	30 Days
JE372A	HP VCX V7111 2P FXS, 2P FXO GW	1 Year	30 Days
JE373A	HP VCX V7111 4P FXS, 4P FXO GW	1 Year	30 Days
JE374A	HP VCX VoIP Gateway - 1 SPAN	1 Year	30 Days
JE375A	HP VCX V7122 VoIP Gateway - Single Span	1 Year	30 Days
JE376A	HP VCX Gateway - 2 Span	1 Year	30 Days
JE377A	HP VCX 7122 2 SPAN ME GW	1 Year	30 Days
JE378A	HP VCX VoIP Gateway - 4 SPAN	1 Year	30 Days
JE379A	HP VCX VoIP Gateway - 8 SPAN	1 Year	30 Days
JE380A	HP VCX VoIP Gateway - 16 SPAN	1 Year	30 Days
JE381A	HP VCX V6100 Digital Chassis	1 Year	30 Days
JE382A	HP VCX V6100 Connect 100 1Span E1T1 Mod	1 Year	30 Days
JE383A	HP VCX V6100 Connect 100 2Span E1T1 Mod	1 Year	30 Days
JE384A	HP VCX V6100 4Span E1T1 Module	1 Year	30 Days
JE386A	HP VCX V7005 Series IP Conf Server 7.3	1 Year	30 Days
JE395A	HP VCX V7310 IP Conf X3650 Server	1 Year	30 Days
JE396A	HP VCX V7310 IPConf Sp Disk 7.1 x3650	1 Year	30 Days
JE399A	HP VCX V7005 x3250M2 IPT/IPM Server 7.1	1 Year	30 Days
JE401A	HP 160Gig SATA Spare Disk for IPTCM	1 Year	30 Days
JE402A	HP IP 3TCM 250G SATA HD Spare	1 Year	30 Days
JE404A	HP VCX IP Telecom Module x3250M2	1 Year	30 Days
JE407A	HP VCX V7205 x3650 IPT/IPM Server 7.1	1 Year	30 Days
JE408A	HP X3650 146g SAS IPTIPM Spr HD	1 Year	30 Days
JE410A	HP VCX V7005 250G SATA R9.x/R7.1 Spr HD	1 Year	30 Days
JE412A	HP VCX V7205 146G SAS R9.x/R7.1 Spare HD	1 Year	30 Days
JE414A	HP VCX V6000 Hard Disk v7.1 Module	1 Year	30 Days
JE454A	HP V100 Cable/DSL Router	3 Year	Next Business Day
JE454B	HP 100 Cable/DSL Router	3 Year	Next Business Day
JE455A	HP V100 ADSL-A Wireless-G Router	3 Year	Next Business Day
JE456A	HP V100 ADSL-B Wireless-G Router	3 Year	Next Business Day
JE457A	HP V100 ADSL-A 108Mbps Wireless-G Router	3 Year	Next Business Day
JE458A	HP V100 ADSL-B 108Mbps Wireless-G Router	3 Year	Next Business Day
JE459A	HP 110 ADSL-A Wireless-N Router	3 Year	Next Business Day
JE460A	HP V110 ADSL-A Wless-N Router Bndl (US)	3 Year	Next Business Day
JE461A	HP 110 ADSL-B Wireless-N Router	3 Year	Next Business Day
JE462A	HP V110 ADSL-B Wless-N Router Bndl (US)	3 Year	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JE463A	HP V100 Cable/DSL Wireless-G Router	3 Year	Next Business Day
JE464A	HP 105 Cable/DSL Wireless-G Router (ARG)	3 Year	Next Business Day
JE465A	HP V105 Cable/DSL Wireless-G Router (EU)	3 Year	Next Business Day
JE466A	HP 105 Cable/DSL Wireless-G Router (LA)	3 Year	Next Business Day
JE468A	HP V110 Cable/DSL Wireless-N Router	3 Year	Next Business Day
JE470A	HP Outdoor Bridge and AP w/Omni Antenna	1 Year	30 Days
JE471A	HP Outdoor Bridge and AP w/Panel Antenna	1 Year	30 Days
JE487A	HP AirProtect Sensor 5750 Wireless Sec	1 Year	30 Days
JE488A	HP AirProtect Sentry 5850 Wireless Sec	1 Year	30 Days
JE489A	HP AirProtect Engine 6100 Wireless Sec	1 Year	30 Days
JE501A	HP 9152 Single Radio 11n Access Point	1 Year	30 Days
JF217A	HP 8-Port GbE EPON A7500 Module	1 Year	10 Days
JF218A	HP 16-Port 1000BASE-PX A7500 Module	1 Year	10 Days
JF219A	HP A7500 144Gbps Fabric w/24 Gig-T Prts	1 Year	10 Days
JF219B	HP 7500 384Gbps Lite Fabric Module	1 Year	10 Days
JF227A	HP S7500 4 EPON 10/100 ET204	1 Year	30 Days
JF228A	HP MSR20-40 Router	1 Year	Next Business Day
JF229A	HP MSR30-40 Router	1 Year	10 Days
JF230A	HP MSR30-60 Router	1 Year	30 Days
JF231A	HP MSR50-60 Router	1 Year	10 Days
JF233A	HP MSR30-16 Router	1 Year	30 Days
JF234A	HP MSR30-16 PoE Router	1 Year	10 Days
JF235A	HP MSR30-20 DC Router	1 Year	10 Days
JF236A	HP MSR20-15-I Router	1 Year	Next Business Day
JF237A	HP MSR20-15-A Router	1 Year	Next Business Day
JF238A	HP MSR20-15-I-W Router	1 Year	Next Business Day
JF239A	HP MSR20-11 Router	1 Year	Next Business Day
JF240A	HP MSR20-13 Router	1 Year	Next Business Day
JF241A	HP MSR20-12 Router	1 Year	Next Business Day
JF242A	HP 5810-48G Switch	Limited Lifetime†	Next Business Day
JF243A	HP WX6103 Main Control Unit	1 Year	30 Days
JF253B	HP MSR 1-port E1/CE1/PRI SIC Module	1 Year	Next Business Day
JF254B	HP MSR 4-port T1/Fractional T1 MIM Mod	1 Year	10 Days
JF255A	HP MSR 8-port Fractional E1 MIM Module	1 Year	30 Days
JF257B	HP MSR 4-port E1/Fractional E1 MIM Mod	1 Year	10 Days
JF260B	HP MSR 8p Async Serial RJ45 FIC Module	1 Year	10 Days
JF265B	HP MSR 16p Async Serial RJ45 FIC Mod	1 Year	10 Days
JF269B	HP MSR 2-port Gig-T FIC Module	1 Year	10 Days
JF270B	HP MSR 2-port 1000BASE-X FIC Module	1 Year	10 Days
JF276A	HP MSR 24-port 10/100 XMIM Module	1 Year	10 Days
JF278B	HP MSR 8-p E1 IMA (75ohm) FIC Module	1 Year	10 Days
JF279A	HP MSR 16-port 10/100 XMIM Module	1 Year	10 Days
JF280A	HP 1-port 100Mbt SFP SIC Router Module	1 Year	30 Days
JF281A	HP 8p Async Serial Interface SIC Rtr Mod	1 Year	30 Days
JF282A	HP 2E1-F SIC Module	1 Year	30 Days
JF283A	HP MSR20-20 Router	1 Year	Next Business Day

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zL Modules, HP Threat Management Services zL Module, and HP E-MSM765zL Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
JF284A	HP MSR30-20 Router	1 Year	10 Days
JF285A	HP MSR50-40 DC Router	1 Year	10 Days
JF287A	HP MSR30-40 DC Router	1 Year	10 Days
JF290A	HP 7500 8-port 10G SFP+ Module	1 Year	10 Days
JF426A	HP 12500 AC Power Entry Module	1 Year	10 Days
JF427A	HP 4210-24 Switch	Limited Lifetime†	Next Business Day
JF428A	HP 4510-48G Switch	Limited Lifetime†	Next Business Day
JF429A	HP 12500 2000W AC Power Supply	1 Year	30 Days
JF430B	HP 12518 Switch Chassis	1 Year	10 Days
JF430C	HP 12518 AC Switch Chassis	1 Year	10 Days
JF431B	HP 12508 Switch Chassis	1 Year	10 Days
JF431C	HP 12508 AC Switch Chassis	1 Year	10 Days
JF443A	HP MSR50-60 DC Power Supply	1 Year	30 Days
JF559A	HP VCX CONNECT 200 250G Spr Prmy HD 9.0	1 Year	30 Days
JF560A	HP V7005 250G IP Conf Spare HD 7.3	1 Year	30 Days
JF640A	HP MSR50-60 Rtr Chassis w DC PwrSupply	1 Year	10 Days
JF800A	HP MSR30-11 Router	1 Year	30 Days
JF801A	HP MSR30-60 DC Router	1 Year	10 Days
JF802A	HP MSR30-20 PoE Router	1 Year	10 Days
JF803A	HP MSR30-40 PoE Router	1 Year	10 Days
JF804A	HP MSR30-60 PoE Router	1 Year	10 Days
JF806A	HP MSR20-12-T Router	1 Year	Next Business Day
JF807A	HP MSR20-12-W Router	1 Year	Next Business Day
JF808A	HP MSR20-13-W Router	1 Year	Next Business Day
JF809A	HP MSR20-15-A-W Router	1 Year	Next Business Day
JF811A	HP AirProtect SS-300 .11n Wless Sec Snr	1 Year	30 Days
JF812A	HP MSR900 Router	1 Year	Next Business Day
JF813A	HP MSR920 Router	1 Year	Next Business Day
JF814A	HP MSR900-W Router	1 Year	Next Business Day
JF815A	HP MSR920 2FEWAN/8FELAN/.11b/g Rtr	1 Year	Next Business Day
JF816A	HP MSR30-10 2 FE /2 SIC /1 MIM MS Rtr	1 Year	Next Business Day
JF817A	HP MSR20-15 Router	1 Year	Next Business Day
JF819A	HP 802.11b/g/n Wireless AP SIC Module	1 Year	Next Business Day
JF820A	HP 3G Wireless GSM/WCDMA WAN SIC Module	1 Year	Next Business Day
JF821A	HP 2p ISDN-S/T Voice Interface SIC Mod	1 Year	Next Business Day
JF822A	HP 16p FXS Voice Interface MIM Module	1 Year	10 Days
JF824A	HP 4-port 10/100 FIC Module	1 Year	10 Days
JF829A	HP X120 622M SFP LC LX 15km Transceiver	1 Year	30 Days
JF830A	HP X120 622M SFP LC LH 40km 1310 XCVR	1 Year	30 Days
JF831A	HP X120 622M SFP LC LH 80km 1550 XCVR	1 Year	30 Days
JF832A	HP X120 100M/1G SFP LC LX Transceiver	1 Year	30 Days
JF833A	HP X114 100M SFP LC FX Transceiver	1 Year	30 Days
JF837A	HP 4p ISDN BRI S/T Voice Intrfc MIM Mod	1 Year	30 Days
JF840A	HP MSR 8p Async Serial Intrfc MIM Module	1 Year	10 Days
JF841A	HP MSR 16p Async Serial Intrfc MIM Mod	1 Year	10 Days
JF842A	HP MSR 2-port Fractional E1 SIC Module	1 Year	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JF844A	HP 4210-24G Switch	Limited Lifetime†	Next Business Day
JF845A	HP 4210-48G Switch	Limited Lifetime†	Next Business Day
JF846A	HP 4210-24G-PoE Switch	Limited Lifetime†	Next Business Day
JF847A	HP 4510-24G Switch	Limited Lifetime†	Next Business Day
JG056B	HP MSR 1-port ADSL over ISDN SIC Module	1 Year	Next Business Day
JG081B	HP X240 10G SFP+ SFP+ 5m DAC Cable	1 Year	30 Days
JG081C	HP X240 10G SFP+ SFP+ 5m DAC Cable	1 Year	30 Days
JG091A	HP 5120-24G-PoE+ (370W) SI Switch	Limited Lifetime†	Next Business Day
JG092A	HP 5120-24G-PoE+ (170W) SI Switch	Limited Lifetime†	Next Business Day
JG136A	HP RPS1600 Redundant Power System	1 Year	30 Days
JG137A	HP RPS1600 1600W AC Power Supply	1 Year	30 Days
JG182A	HP MSR30-11E Router	1 Year	10 Days
JG183A	HP MSR30-11F Router	1 Year	10 Days
JG184A	HP MSR30-10 DC Router	1 Year	10 Days
JG186A	HP A-MSR 16-port Async Serial SIC Module	1 Year	Next Business Day
JG187A	HP MSR HSPA/WCDMA SIC Module	1 Year	Next Business Day
JG189A	HP MSR 4-port FXS/1-port FXO DSIC Mod	1 Year	Next Business Day
JG191A	HP A-MSR 1-p 8-wire G.SHDSL DSIC Module	1 Year	Next Business Day
JG193A	HP MSR 1-port OC-3c/STM-1c POS MIM Mod	1 Year	10 Days
JG197A	HP MSR 24-port FXS FIC Module	1 Year	10 Days
JG200A	HP MSR 8-port T1 IMA FIC Module	1 Year	10 Days
JG201A	HP MSR 1p OC-3/STM-1 E1/T1 CPOS FIC Mod	1 Year	10 Days
JG207A	HP MSR900-W Router (NA)	1 Year	Next Business Day
JG208A	HP MSR920-W Router (NA)	1 Year	Next Business Day
JG209A	HP MSR20-12-T-W Router (NA)	1 Year	Next Business Day
JG210A	HP MSR20-13-W Router (NA)	1 Year	Next Business Day
JG211A	HP A-MSR 802.11b/g/n SIC Module	1 Year	Next Business Day
JG212A	HP F5000 8p GbE SFP /4p GbE Combo Mod	1 Year	10 Days
JG213A	HP F1000-S-EI VPN Firewall Appliance	1 Year	10 Days
JG214A	HP F1000-A-EI VPN Firewall Appliance	1 Year	10 Days
JG215A	HP F5000 Firewall Main Processing Unit	1 Year	10 Days
JG216A	HP F5000 Firewall Standalone Chassis	1 Year	10 Days
JG219A	HP 5820AF-24XG Switch	1 Year	10 Days
JG221A	HP 3100-8 v2 SI Switch	Limited Lifetime†	Next Business Day
JG222A	HP 3100-16 v2 SI Switch	Limited Lifetime†	Next Business Day
JG223A	HP 3100-24 v2 SI Switch	Limited Lifetime†	Next Business Day
JG225A	HP 5800AF-48G Switch	Limited Lifetime†	Next Business Day
JG226A	HP X180 10G XFP LC 1538.98 DWDM Xcvr	1 Year	30 Days
JG227A	HP X180 10G XFP LC 1539.77 DWDM Xcvr	1 Year	30 Days
JG228A	HP X180 10G XFP LC 1540.56 DWDM Xcvr	1 Year	30 Days
JG229A	HP X180 10G XFP LC 1542.14 DWDM Xcvr	1 Year	30 Days
JG230A	HP X180 10G XFP LC 1542.94 DWDM Xcvr	1 Year	30 Days
JG231A	HP X180 10G XFP LC 1558.98 DWDM Xcvr	1 Year	30 Days
JG232A	HP X180 10G XFP LC 1559.79 DWDM Xcvr	1 Year	30 Days
JG233A	HP X180 10G XFP LC 1560.61 DWDM Xcvr	1 Year	30 Days
JG234A	HP X130 10G SFP+ LC ER 40km Transceiver	1 Year	30 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JG235A	HP 7510 Sw/Fabric/Gig-T and SFP Mod Bdl	1 Year	10 Days
JG236A	HP 5120-24G-PoE+ EI Switch w/2 Intf Slts	Limited Lifetime†	Next Business Day
JG237A	HP 5120-48G-PoE+ EI Switch w/2 Intf Slts	Limited Lifetime†	Next Business Day
JG238A	HP 5500-24G-PoE+ SI Switch w/2 Intf Slts	Limited Lifetime†	Next Business Day
JG239A	HP 5500-48G-PoE+ SI Switch w/2 Intf Slts	Limited Lifetime†	Next Business Day
JG240A	HP 5500-48G-PoE+ EI Switch w/2 Intf Slts	Limited Lifetime†	Next Business Day
JG241A	HP 5500-24G-PoE+ EI Switch w/2 Intf Slts	Limited Lifetime†	Next Business Day
JG242A	HP 5800-48G-PoE+ TAA Switch w 2 Slots	Limited Lifetime†	Next Business Day
JG243A	HP 5820-24XG-SFP+ TAA-compliant Switch	1 Year	30 Days
JG245A	HP 5120-24G EI TAA Switch w 2 Intf Slts	Limited Lifetime†	Next Business Day
JG246A	HP 5120-48G EI TAA Switch w 2 Intf Slts	Limited Lifetime†	Next Business Day
JG247A	HP 5120-24G-PoE+ EI TAA Switch w 2 Slts	Limited Lifetime†	Next Business Day
JG248A	HP 5120-48G-PoE+ EI TAA Switch w 2 Slts	Limited Lifetime†	Next Business Day
JG249A	HP 5500-24G-SFP EI TAA Switch w 2 Slts	Limited Lifetime†	Next Business Day
JG250A	HP 5500-24G EI TAA Switch w 2 Intf Slts	Limited Lifetime†	Next Business Day
JG251A	HP 5500-48G EI TAA Switch w 2 Intf Slts	Limited Lifetime†	Next Business Day
JG252A	HP 5500-24G-PoE+ EI TAA Switch w/2 Slts	Limited Lifetime†	Next Business Day
JG253A	HP 5500-48G-PoE+ EI TAA Switch w/2 Slts	Limited Lifetime†	Next Business Day
JG254A	HP 5800-24G-PoE+ TAA-compliant Switch	Limited Lifetime†	Next Business Day
JG255A	HP 5800-24G TAA-compliant Switch	Limited Lifetime†	Next Business Day
JG256A	HP 5800-24G-SFP TAA Switch w 1 Intf Slit	Limited Lifetime†	Next Business Day
JG257A	HP 5800-48G-PoE+ TAA Switch with 1 Slot	Limited Lifetime†	Next Business Day
JG258A	HP 5800-48G TAA Switch w 1 Intf Slot	Limited Lifetime†	Next Business Day
JG259A	HP 5820X-14XG-SFP+ TAA Switch w 2 Slots	1 Year	10 Days
JG260A	HP 5800 PoE TAA-compliant Module	Limited Lifetime†	Next Business Day
JG261A	HP 5800 Access Controller OAA TAA Mod	Limited Lifetime†	Next Business Day
JG262A	HP 5800 Access Controller TAA Module	Limited Lifetime†	Next Business Day
JG296A	HP 5920AF-24XG Switch	1 Year	10 Days
JG297A	HP 5920AF-24XG Bk(pwr)-Frt(prt) Fn Tray	1 Year	30 Days
JG298A	HP 5920AF-24XG Frt(prt)-Bk(pwr) Fn Tray	1 Year	30 Days
JG299A	HP 3600-24 v2 EI Switch	Limited Lifetime†	Next Business Day
JG300A	HP 3600-48 v2 EI Switch	Limited Lifetime†	Next Business Day
JG301A	HP 3600-24-PoE+ v2 EI Switch	Limited Lifetime†	Next Business Day
JG301B	HP 3600-24-PoE+ v2 EI Switch	Limited Lifetime†	Next Business Day
JG302A	HP 3600-48-PoE+ v2 EI Switch	Limited Lifetime†	Next Business Day
JG302B	HP 3600-48-PoE+ v2 EI Switch	Limited Lifetime†	Next Business Day
JG303A	HP 3600-24-SFP v2 EI Switch	Limited Lifetime†	Next Business Day
JG304A	HP 3600-24 v2 SI Switch	Limited Lifetime†	Next Business Day
JG305A	HP 3600-48 v2 SI Switch	Limited Lifetime†	Next Business Day
JG306A	HP 3600-24-PoE+ v2 SI Switch	Limited Lifetime†	Next Business Day
JG306B	HP 3600-24-PoE+ v2 SI Switch	Limited Lifetime†	Next Business Day
JG307A	HP 3600-48-PoE+ v2 SI Switch	Limited Lifetime†	Next Business Day
JG307B	HP 3600-48-PoE+ v2 SI Switch	Limited Lifetime†	Next Business Day
JG311A	HP HI 5500-24G-4SFP w/2 Intf Slts Switch	Limited Lifetime†	Next Business Day
JG312A	HP HI 5500-48G-4SFP w/2 Intf Slts Switch	Limited Lifetime†	Next Business Day
JG313A	HP 5500 8-port Gig-T Module	Limited Lifetime†	Next Business Day

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JG314A	HP 5500 8-port SFP Module	Limited Lifetime†	Next Business Day
JG315A	HP 3100-48 v2 Switch	Limited Lifetime†	Next Business Day
JG316A	HP 5830AF-48G TAA Switch w/1 Intf Slot	1 Year	10 Days
JG317A	HP F1000-S/A 2-port 10GbE SFP+ Module	1 Year	10 Days
JG325A	HP X140 40G QSFP+ MPO SR4 Transceiver	1 Year	30 Days
JG326A	HP X240 40G QSFP+ QSFP+ 1m DAC Cable	1 Year	30 Days
JG327A	HP X240 40G QSFP+ QSFP+ 3m DAC Cable	1 Year	30 Days
JG328A	HP X240 40G QSFP+ QSFP+ 5m DAC Cable	1 Year	30 Days
JG329A	HP X240 QSFP+ 4x10G SFP+ 1m DAC Cable	1 Year	30 Days
JG330A	HP X240 QSFP+ 4x10G SFP+ 3m DAC Cable	1 Year	30 Days
JG331A	HP X240 QSFP+ 4x10G SFP+ 5m DAC Cable	1 Year	30 Days
JG334A	HP HSR6800 1200W DC Power Supply	1 Year	10 Days
JG335A	HP HSR6800 1200W AC Power Supply	1 Year	10 Days
JG336A	HP 5900AF-48XGT-4QSFP+ Switch	1 Year	10 Days
JG337A	HP 10500 24p GE/2p 10GbE XFP EB TAA Mod	1 Year	10 Days
JG338A	HP 10512 1.52Tbps Type B Fabric TAA Mod	1 Year	10 Days
JG340A	HP 10504 880Gbps Type B Fabric TAA Mod	1 Year	10 Days
JG341A	HP 10504 1.2Tbps Type D Fabric TAA Mod	1 Year	10 Days
JG343A	HP 10508/10508-V 2.32Tbps Typ D TAA Mod	1 Year	10 Days
JG345A	HP 10500 48-port 10GbE SFP+ SF TAA Mod	1 Year	10 Days
JG348A	HP 1910-8G Switch	Limited Lifetime†	Next Business Day
JG349A	HP 1910-8G-PoE+ (65W) Switch	Limited Lifetime†	Next Business Day
JG350A	HP 1910-8G-PoE+ (180W) Switch	Limited Lifetime†	Next Business Day
JG353A	HP HSR6602-G Router	1 Year	10 Days
JG354A	HP HSR6602-XG Router	1 Year	10 Days
JG355A	HP 6600 MCP-X1 Router MPU	1 Year	10 Days
JG356A	HP 6600 MCP-X2 Router MPU	1 Year	10 Days
JG357A	HP 6600 FIP-10 Flex Intf Pltfrm Rtr Mod	1 Year	10 Days
JG358A	HP 6600 FIP-20 Flex Intf Pltfrm Rtr Mod	1 Year	10 Days
JG360A	HP HSR6800 FIP-600 FlexIntfPltfrm Rtr Mod	1 Year	10 Days
JG361A	HP HSR6802 Router Chassis	1 Year	10 Days
JG362A	HP HSR6804 Router Chassis	1 Year	10 Days
JG363A	HP HSR6808 Router Chassis	1 Year	10 Days
JG364A	HP HSR6800 RSE-X2 Router MPU	1 Year	10 Days
JG365A	HP HSR6808 SFE-X1 Swch Fbrc Engrn Rtr Mod	1 Year	10 Days
JG366A	HP HSR6800 4p 10GbE SvcAgg Pltfrm Rtr Mod	1 Year	10 Days
JG370A	HP F5000-S VPN Firewall Appliance	1 Year	10 Days
JG371A	HP 12500 20Gbps VPN Firewall Module	1 Year	10 Days
JG372A	HP 10500/11900/7500 20Gbps VPN FW Mod	1 Year	10 Days
JG373A	HP 7500 4-port 40GbE CFP SC Module	1 Year	10 Days
JG374A	HP 5830AF-96G TAA Switch	1 Year	10 Days
JG375A	HP 10500 TAA Main Processing Unit	1 Year	10 Days
JG380A	HP 10500 24p GE/2p 10GbE XFP EA TAA Mod	1 Year	10 Days
JG381A	HP 10500 48-port GbE SFP EA TAA Module	1 Year	10 Days
JG382A	HP 10500 48-port Gig-T EA TAA Module	1 Year	10 Days
JG383A	HP 10500 4-port 10GbE XFP EA TAA Mod	1 Year	10 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JG384A	HP 10500 48-port GbE SFP EB TAA Module	1 Year	10 Days
JG386A	HP 10500 4-port 10GbE XFP EB TAA Mod	1 Year	10 Days
JG387A	HP 10500 8-port 10GbE SFP+ EB TAA Mod	1 Year	10 Days
JG388A	HP 10500 8-port 10GbE SFP+ EA TAA Mod	1 Year	10 Days
JG389A	HP 10500 8-port 10GbE SFP+ SE TAA Mod	1 Year	10 Days
JG392A	HP 10500 8p 40GbE QSFP+ SF Module	1 Year	10 Days
JG393A	HP 10500 8p 40GbE QSFP+ SF TAA Module	1 Year	10 Days
JG394A	HP 10500 24p 1/10GBASE-T SF Mod	1 Year	10 Days
JG395A	HP 10500 24p 1/10GBASE-T SF TAA Mod	1 Year	10 Days
JG396A	HP 10500 4p 40GbE CFP SF Module	1 Year	10 Days
JG397A	HP 10500 4p 40GbE CFP SF TAA Module	1 Year	10 Days
JG402A	HP MSR4080 Router Chassis	1 Year	10 Days
JG403A	HP MSR4060 Router Chassis	1 Year	10 Days
JG404A	HP MSR3064 Router	1 Year	10 Days
JG405A	HP MSR3044 Router	1 Year	10 Days
JG406A	HP MSR3024 AC Router	1 Year	10 Days
JG407A	HP MSR3024 DC Router	1 Year	10 Days
JG408A	HP MSR3024 PoE Router	1 Year	10 Days
JG409A	HP MSR3012 AC Router	1 Year	10 Days
JG410A	HP MSR3012 DC Router	1 Year	10 Days
JG411A	HP MSR2003 AC Router	1 Year	10 Days
JG412A	HP MSR4000 MPU-100 Main Processing Unit	1 Year	10 Days
JG413A	HP MSR4000 SPU-100 Svc Processing Unit	1 Year	10 Days
JG414A	HP MSR4000 SPU-200 Svc Processing Unit	1 Year	10 Days
JG415A	HP MSR 0.5U HMIM Adapter Mod	1 Year	10 Days
JG416A	HP MSR 1U HMIM Adapter Mod	1 Year	10 Days
JG417A	HP MSR G2 128-channel Vc Processing Mod	1 Year	10 Days
JG420A	HP MSR 2p Gig-T HMIM Mod	1 Year	10 Days
JG421A	HP MSR 4p Gig-T HMIM Mod	1 Year	10 Days
JG422A	HP MSR 8p Gig-T HMIM Mod	1 Year	10 Days
JG423A	HP MSR 2p 1000BASE-X HMIM Mod	1 Year	10 Days
JG424A	HP MSR 4p 1000BASE-X HMIM Mod	1 Year	10 Days
JG425A	HP MSR 8p 1000BASE-X HMIM Mod	1 Year	10 Days
JG426A	HP MSR 24p Gig-T Switch HMIM Mod	1 Year	10 Days
JG427A	HP MSR 24p Gig-T PoE Switch HMIM Mod	1 Year	10 Days
JG428A	HP MSR 1p OC-3/STM-1 CPOS HMIM Mod	1 Year	Next Business Day
JG429A	HP MSR 1p E1 Voice HMIM Mod	1 Year	10 Days
JG430A	HP MSR 1p T1 Voice HMIM Mod	1 Year	10 Days
JG431A	HP MSR 2p E1 Voice HMIM Mod	1 Year	10 Days
JG432A	HP MSR 2p T1 Voice HMIM Mod	1 Year	Next Business Day
JG434A	HP MSR 16p FXS HMIM Mod	1 Year	Next Business Day
JG435A	HP MSR 1p T3/CT3/FT3 HMIM Mod	1 Year	10 Days
JG436A	HP MSR 1p E3/CE3/FE3 HMIM Mod	1 Year	10 Days
JG438A	HP MSR 1p OC-3c/STM-1c POS HMIM Mod	1 Year	10 Days
JG442A	HP MSR 4p Enh Sync/Async Srl HMIM Mod	1 Year	10 Days
JG443A	HP MSR 8p Enh Sync/Async Srl HMIM Mod	1 Year	10 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JG446A	HP MSR 4p FXS HMIM Mod	1 Year	10 Days
JG447A	HP MSR 4p FXO HMIM Mod	1 Year	10 Days
JG448A	HP MSR 4p E and M HMIM Mod	1 Year	10 Days
JG450A	HP MSR 2p E1/CE1/PRI HMIM Mod	1 Year	10 Days
JG451A	HP MSR 4p E1/CE1/PRI HMIM Mod	1 Year	10 Days
JG452A	HP MSR 8p E1/CE1/PRI (75ohm) HMIM Mod	1 Year	10 Days
JG453A	HP MSR 4p E1/Fractional E1 HMIM Mod	1 Year	10 Days
JG456A	HP MSR 2p T1/CT1/PRI HMIM Mod	1 Year	10 Days
JG457A	HP MSR 4p T1/Fractional T1 HMIM Mod	1 Year	10 Days
JG496A	HP 10500 Type A MPU w/Comware v7 OS	1 Year	10 Days
JG497A	HP 12500 MPU w/Comware V7 OS	1 Year	10 Days
JG507A	HP 7503 Swch w/48p GT 2p 10G 384Gbps MPU	1 Year	10 Days
JG508A	HP 7506 Swch w/96p GT 2p 10G 384Gbps MPU	1 Year	10 Days
JG509A	HP 7510 Swch w/96p GT 768Gbps MPU	1 Year	10 Days
JG510A	HP 5900AF-48G-4XG-2QSFP+ Switch	1 Year	10 Days
JG511A	HP MSR930 Router	1 Year	Next Business Day
JG512A	HP MSR930 Wireless Router	1 Year	Next Business Day
JG513A	HP MSR930 3G Router	1 Year	Next Business Day
JG514A	HP MSR931 Router	1 Year	Next Business Day
JG515A	HP MSR931 3G Router	1 Year	Next Business Day
JG516A	HP MSR933 Router	1 Year	Next Business Day
JG517A	HP MSR933 3G Router	1 Year	Next Business Day
JG518A	HP MSR935 Router	1 Year	Next Business Day
JG519A	HP MSR935 Wireless Router	1 Year	Next Business Day
JG520A	HP MSR935 3G Router	1 Year	Next Business Day
JG521A	HP MSR 3G Antenna	1 Year	Next Business Day
JG527A	HP X351 300W AC Power Supply	1 Year	10 Days
JG528A	HP X351 300W DC Power Supply	1 Year	10 Days
JG531A	HP MSR931 Dual 3G Router	1 Year	Next Business Day
JG532A	HP MSR OAP MIM Mod w/VMware vSphere	1 Year	10 Days
JG533A	HP MSR OAP FIC Mod w/VMware vSphere	1 Year	10 Days
JG535A	HP 5500/5120 2p 10GBASE-T Module	Limited Lifetime†	Next Business Day
JG536A	HP 1910-8 Switch	Limited Lifetime†	Next Business Day
JG537A	HP 1910-8 -PoE+ Switch	Limited Lifetime†	Next Business Day
JG538A	HP 1910-24 Switch	Limited Lifetime†	Next Business Day
JG539A	HP 1910-24-PoE+ Switch	Limited Lifetime†	Next Business Day
JG540A	HP 1910-48 Switch	Limited Lifetime†	Next Business Day
JG541A	HP 5500-24G-PoE+-4SFP HI Switch w/2 Slt	Limited Lifetime†	Next Business Day
JG542A	HP 5500-48G-PoE+-4SFP HI Switch w/2 Slt	Limited Lifetime†	Next Business Day
JG543A	HP 5500-24G-SFP HI Switch w/2 Intf Slt	Limited Lifetime†	Next Business Day
JG544A	HP X362 720W AC PoE Power Supply	1 Year	10 Days
JG545A	HP X362 1110W AC PoE Power Supply	1 Year	10 Days
JG554A	HP 5900AF-48XG-4QSFP+ TAA Switch	1 Year	10 Days
JG555A	HP 5920AF-24XG TAA Switch	1 Year	10 Days
JG556A	HP 6600 48p GbE SFP Svc Agg Pltfrm Mod	1 Year	10 Days
JG587A	HP MSR SSB Com MIM Mod pwrby Msft Lync	1 Year	10 Days

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HP Product Number	Product Description	Warranty	Advance Replacement delivery
JG588A	HP MSR MSB Com MIM Mod pwrby Msft Lync	1 Year	10 Days
JG589A	HP MSR LSB Com FIC Mod pwrby Msft Lync	1 Year	10 Days
JG596A	HP MSR930 4G LTE/3G CDMA Router	1 Year	Next Business Day
JG597A	HP MSR936 Wireless Router	1 Year	Next Business Day
JG604A	HP MSR 1p E1/CE1/PRI SIC Mod	1 Year	10 Days
JG608A	HP FF 11908-V Switch Chassis	1 Year	10 Days
JG609A	HP FF 11900 Main Processing Unit	1 Year	10 Days
JG610A	HP FF 11908 1.92Tbps Type D Fabric Mod	1 Year	10 Days
JG611A	HP FF 11900 32p 10GbE SFP+ SF Mod	1 Year	10 Days
JG612A	HP FF 11900 48p 10GbE SFP+ SF Mod	1 Year	10 Days
JG613A	HP FF 11900 4p 40GbE QSFP+ SF Mod	1 Year	10 Days
JG614A	HP FF 11900 8p 40GbE QSFP+ SF Mod	1 Year	10 Days
JG615A	HP FF 11900 24p 1/10GBASE-T SF Mod	1 Year	10 Days
JG616A	HP FF 11900 2500W AC Power Supply	1 Year	10 Days
JG617A	HP FF 11900 2400W DC Power Supply	1 Year	10 Days
JG619A	HP FF 12910 Switch AC Chassis	1 Year	10 Days
JG621A	HP FF 12910 Main Processing Unit	1 Year	10 Days
JG622A	HP FF 12910 1.92Tbps Type A Fabric Mod	1 Year	10 Days
JG623A	HP FF 12910 3.84Tbps Type B Fabric Mod	1 Year	10 Days
JG624A	HP FF 12900 48p 10GbE SFP+ EA Mod	1 Year	10 Days
JG625A	HP FF 12900 16p 40GbE QSFP+ EA Mod	1 Year	10 Days
JG626A	HP FF 12900 48p 10GbE SFP+ EC Mod	1 Year	10 Days
JG632A	HP FF 12916 Switch AC Chassis	1 Year	10 Days
JG634A	HP FF 12916 Main Processing Unit	1 Year	10 Days
JG636A	HP FF 12916 6.14Tbps Type B Fabric Mod	1 Year	10 Days
JG639A	HP 10500/7500 20G Unified Wired-WLAN Mod	1 Year	10 Days
JG640A	HP 830 24P PoE+ Unifd Wired-WLAN Swch	Limited Lifetime†	Next Business Day
JG641A	HP 830 8P PoE+ Unifd Wired-WLAN Swch	Limited Lifetime†	Next Business Day
JG643A	HP 830 Unifd Wired-WLAN Swch Mod	Limited Lifetime†	Next Business Day
JG645A	HP 10500/7500 20G Unifd Wrđ-WLAN TAA Mod	1 Year	10 Days
JG646A	HP 830 24-Port PoE+ Wrđ-WLAN TAA Switch	Limited Lifetime†	Next Business Day
JG647A	HP 830 8-Port PoE+ Wrđ-WLAN TAA Switch	Limited Lifetime†	Next Business Day
JG650A	HP F5000-C VPN Firewall Appliance	1 Year	10 Days
JG651A	HP F5000S/C 24p GbE /6p 10-GbE SFP+ Mod	1 Year	10 Days
JG653A	HP 425 Wireless 802.11n (AM) AP	Limited Lifetime†	Next Business Day
JG654A	HP 425 Wireless 802.11n (WW) AP	Limited Lifetime†	Next Business Day
JG655A	HP 425 Wireless 802.11n (JP) AP	Limited Lifetime†	Next Business Day
JG656A	HP 425 Wireless 802.11n (IL) AP	Limited Lifetime†	Next Business Day
JG661A	HP X140 40G QSFP+ LC LR4 SM XCVR	1 Year	30 Days
JG663A	HP 7500 48p 1000BASE-T PoE+ SC Mod	1 Year	10 Days
JG664A	HP 7500 48p 1000BASE-T PoE+ SC TAA Mod	1 Year	10 Days
JG665A	HP MSR930 4G LTE/3G WCDMA Global Router	1 Year	Next Business Day
JG666A	HP MSR 3G RF 6m Antenna Cable	1 Year	Next Business Day
JG667A	HP MSR 3G RF 15m Antenna Cable	1 Year	Next Business Day
JG668A	HP MSR GPS L1/GLONASS Antenna	1 Year	Next Business Day
JG669A	HP MSR 4G 5W Antenna	1 Year	Next Business Day

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zL Modules, HP Threat Management Services zL Module, and HP E-MSM765zL Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
JG670A	HP MSR4000 SPU-300 Svc Processing Unit	1 Year	10 Days
JG671A	HP HSR6800 FIP-300 Flex Int Platform Mod	1 Year	10 Days
JG672A	HP HSR6800 FIP-310 Flex Int Platform Mod	1 Year	10 Days
JG673A	HP 6600 8-p OC-3/12c POS/GbE SFP HIM Mod	1 Year	10 Days
JG679A	HP 5500-24G-PoE+-4SFP HI TAA Swch w/2Slt	Limited Lifetimet	Next Business Day
JG680A	HP 5500-48G-PoE+-4SFP HI TAA Swch w/2Slt	Limited Lifetimet	Next Business Day
JG681A	HP 5500-24G-SFP HI TAA Swch w/2Slt	Limited Lifetimet	Next Business Day
JG682A	HP FF 7904 Switch Chassis	1 Year	10 Days
JG683A	HP FF 7900 12p 40GbE QSFP+ SA Mod	1 Year	10 Days
JG683B	HP FF 7900 12p 40GbE QSFP+ FX Mod	1 Year	10 Days
JG687A	HP 425 Wireless 802.11n (AM) 8 Pack AP	Limited Lifetimet	Next Business Day
JG688A	HP 425 Wireless 802.11n (WW) 8 Pack AP	Limited Lifetimet	Next Business Day
JG696A	HP Indoor Omni 2.5/6dBi MIMO 4 Elmnt Ant	Limited Lifetimet	Next Business Day
JG704A	HP MSR930 4G LTE/3G WCDMA ATT Router	1 Year	Next Business Day
JG708A	HP 1410-24G-R Switch	Limited Lifetimet	Next Business Day
JG722A	HP 850 Unified Wired-WLAN Appliance	Limited Lifetimet	Next Business Day
JG723A	HP 870 Unified Wired-WLAN Appliance	Limited Lifetimet	Next Business Day
JG724A	HP 850 Unifd Wrld-WLAN TAA Applnc	Limited Lifetimet	Next Business Day
JG725A	HP 870 Unifd Wrld-WLAN TAA Applnc	Limited Lifetimet	Next Business Day
JG726A	HP FF 5930-32QSFP+ Switch	1 Year	10 Days
JG727A	HP FF 5930-32QSFP+ TAA Switch	1 Year	10 Days
JG728A	HP MSR30-20 TAA-compliant DC Router	1 Year	10 Days
JG729A	HP MSR30-20 TAA-compliant Router	1 Year	10 Days
JG732A	HP MSR1003-8 AC Router	1 Year	Next Business Day
JG734A	HP MSR2004-24 AC Router	1 Year	Next Business Day
JG735A	HP MSR2004-48 Router	1 Year	Next Business Day
JG736A	HP MSR 2p Enh Sync/Async Srl SIC Mod	1 Year	Next Business Day
JG737A	HP MSR 4p Enh Sync/Async Srl SIC Mod	1 Year	Next Business Day
JG738A	HP MSR 1p GbE Combo SIC Mod	1 Year	Next Business Day
JG739A	HP MSR 4p Gig-T Switch SIC Mod	1 Year	Next Business Day
JG740A	HP MSR 4p Gig-T PoE Switch SIC Mod	1 Year	Next Business Day
JG741A	HP MSR 8p BASE-T/2p Combo Swch HMIM Mod	1 Year	Next Business Day
JG742A	HP MSR 4G LTE SIC Mod for Verizon	1 Year	Next Business Day
JG743A	HP MSR 4G LTE SIC Mod for ATT	1 Year	Next Business Day
JG744A	HP MSR 4G LTE SIC Mod for Global	1 Year	Next Business Day
JG745A	HP X351 150W AC Power Supply	Limited Lifetimet	Next Business Day
JG746A	HP X351 150W DC Power Supply	1 Year	Next Business Day
JG776A	HP HSR6602-G TAA Router	1 Year	10 Days
JG777A	HP HSR6602-XG TAA Router	1 Year	10 Days
JG778A	HP 6600 MCP-X2 Router TAA MPU	1 Year	10 Days
JG779A	HP HSR6800 RSE-X2 Router TAA MPU	1 Year	10 Days
JG780A	HP 6600 RSE-X1 Router TAA MPU	1 Year	10 Days
JG781A	HP 6600 RPE-X1 Router TAA MPU	1 Year	10 Days
JG786A	HP FF 12500 4p 100GbE CFP FD Mod	1 Year	10 Days
JG788A	HP FF 12500 4p 100GbE CFP FG Mod	1 Year	10 Days
JG820A	HP 10504 TAA Switch Chassis	1 Year	10 Days

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zL Modules, HP Threat Management Services zL Module, and HP E-MSM765zL Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
JG821A	HP 10508 TAA Switch Chassis	1 Year	10 Days
JG822A	HP 10508-V TAA Switch Chassis	1 Year	10 Days
JG823A	HP 10512 TAA Switch Chassis	1 Year	10 Days
JG829A	HP X150 100G CFP LC LR4 10km SM XCVR	1 Year	30 Days
JG838A	HP FF 5900CP-48XG-4QSFP+ Switch	1 Year	10 Days
JG840A	HP FF 7900 1800w AC F-B PSU	1 Year	10 Days
JG841A	HP FF 7910 Switch Chassis	1 Year	10 Days
JG842A	HP FF 7910 7.2Tbps Fabric / MPU	1 Year	10 Days
JG845A	HP FF 7900 24p 1/10GbE SFP+ FX Mod	1 Year	10 Days
JG854A	HP FF 12916 2.56Tbps Type S Fabric Mod	1 Year	10 Days
JG855A	HP FF 12900 48p GbE SFP+ EB Mod	1 Year	10 Days
JG856A	HP FF 12900 48p 1000BASE-T EB Mod	1 Year	10 Days
JG857A	HP FF 12900 12p 40GbE QSFP+ EC Mod	1 Year	10 Days
JG858A	HP FF 12900 4p 100GbE CFP EC Mod	1 Year	10 Days
JG861A	HP MSR3024 TAA-compliant AC Router	1 Year	10 Days
JG866A	HP MSR2003 TAA-compliant AC Router	1 Year	10 Days
JG869A	HP MSR4000 TAA-compliant MPU-100 Engine	1 Year	10 Days
JG875A	HP MSR1002-4 AC Router	1 Year	Next Business Day
JG878A	HP F5000S/C VPN Firewall Fan Module	1 Year	10 Days
JG888A	HP FF 12900 48p 1/10GbE SFP+ FC Mod	1 Year	10 Days
JG888B	HP FF 12900 48p 1/10GbE SFP+ FX Mod	1 Year	10 Days
JG888B	HP FF 12900 48p 1/10GbE SFP+ FX Mod	1 Year	10 Days
JG889A	HP FF 12900 24p 40GbE QSFP+ FC Mod	1 Year	10 Days
JG889B	HP FF 12900 24p 40GbE QSFP+ FX Mod	1 Year	10 Days
JG889B	HP FF 12900 24p 40GbE QSFP+ FX Mod	1 Year	10 Days
JG894A	HP FF 5700-48G-4XG-2QSFP+ Switch	1 Year	10 Days
JG895A	HP FF 5700-48G-4XG-2QSFP+ TAA Switch	1 Year	10 Days
JG896A	HP FF 5700-40XG-2QSFP+ Switch	1 Year	10 Days
JG897A	HP FF 5700-40XG-2QSFP+ TAA Switch	1 Year	10 Days
JG898A	HP FF 5700-32XGT-8XG-2QSFP+ Switch	1 Year	10 Days
JG899A	HP FF 5700-32XGT-8XG-2QSFP+ TAA Switch	1 Year	10 Days
JG900A	HP A58x0AF 300W AC Power Supply	1 Year	10 Days
JG901A	HP A58x0AF 300W DC Power Supply	1 Year	10 Days
JG912A	HP 1620-8G Switch	Limited Lifetime†	Next Business Day
JG913A	HP 1620-24G Switch	Limited Lifetime†	Next Business Day
JG914A	HP 1620-48G Switch	Limited Lifetime†	Next Business Day
JG915A	HP X130 10G SFP+ LC LH 80km XCVR	1 Year	30 Days
JG916A	HP 10500 2p 100GbE CFP SE Mod	1 Year	10 Days
JG918A	HP FF 11900 2p 100GbE CFP SE Mod	1 Year	10 Days
JG920A	HP 1920-8G Switch	Limited Lifetime†	Next Business Day
JG921A	HP 1920-8G-PoE+ (65W) Switch	Limited Lifetime†	Next Business Day
JG922A	HP 1920-8G-PoE+ (180W) Switch	Limited Lifetime†	Next Business Day
JG923A	HP 1920-16G Switch	Limited Lifetime†	Next Business Day
JG924A	HP 1920-24G Switch	Limited Lifetime†	Next Business Day
JG925A	HP 1920-24G-PoE+ (180W) Switch	Limited Lifetime†	Next Business Day
JG926A	HP 1920-24G-PoE+ (370W) Switch	Limited Lifetime†	Next Business Day

† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zL Modules, HP Threat Management Services zL Module, and HP E-MSM765zL Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
JG927A	HP 1920-48G Switch	Limited Lifetime†	Next Business Day
JG928A	HP 1920-48G-PoE+ (370W) Switch	Limited Lifetime†	Next Business Day
JG932A	HP 5130-24G-4SFP+ EI Switch	Limited Lifetime†	Next Business Day
JG933A	HP 5130-24G-SFP-4SFP+ EI Switch	Limited Lifetime†	Next Business Day
JG934A	HP 5130-48G-4SFP+ EI Switch	Limited Lifetime†	Next Business Day
JG936A	HP 5130-24G-PoE+-4SFP+ EI Swch	Limited Lifetime†	Next Business Day
JG937A	HP 5130-48G-PoE+-4SFP+ EI Swch	Limited Lifetime†	Next Business Day
JG971A	HP 417 802.11n (AM) Unified Walljack	Limited Lifetime†	Next Business Day
JG972A	HP 417 802.11n (WW) Unified Walljack	Limited Lifetime†	Next Business Day
JG973A	HP 417 802.11n (AM) 20 Pk Unifd Walljack	Limited Lifetime†	Next Business Day
JG974A	HP 417 802.11n (WW) 20 Pk Unifd Walljack	Limited Lifetime†	Next Business Day
JG975A	HP 5130-24G-4SFP+ EI BR Switch	Limited Lifetime†	Next Business Day
JG976A	HP 5130-48G-4SFP+ EI BR Switch	Limited Lifetime†	Next Business Day
JG977A	HP 5130-24G-PoE+-4SFP+ EI BR Swch	Limited Lifetime†	Next Business Day
JG978A	HP 5130-48G-PoE+-4SFP+ EI BR Swch	Limited Lifetime†	Next Business Day
JG993A	HP 525 Wireless 802.11ac (AM) AP	Limited Lifetime†	Next Business Day
JG994A	HP 525 Wireless 802.11ac (WW) AP	Limited Lifetime†	Next Business Day
JG995A	HP 525 Wireless 802.11ac (JP) AP	Limited Lifetime†	Next Business Day
JG996A	HP 525 Wireless 802.11ac (IL) AP	Limited Lifetime†	Next Business Day
JG997A	HP 525 Wireless 802.11ac (AM) 8 Pack AP	Limited Lifetime†	Next Business Day
JG998A	HP 525 Wireless 802.11ac (WW) 8 Pack AP	Limited Lifetime†	Next Business Day
JH001A	HP FF 7910 2.4Tbps Fabric / MPU	1 Year	10 Days
JH005A	HP FF 12900 12p 40GbE QSFP+ FX Mod	1 Year	10 Days
JH005A	HP FF 12900 12p 40GbE QSFP+ FX Mod	1 Year	10 Days
JH007A	HP FF 12900 48p 1/10GBASE-T FX Mod	1 Year	10 Days
JH009A	HP MSR931 Serial (TI) Router	1 Year	Next Business Day
JH010A	HP MSR933 G.SHDSL (TI) Router	1 Year	Next Business Day
JH012A	HP MSR930-W (NA) Router	1 Year	Next Business Day
JH013A	HP MSR935-W (NA) Router	1 Year	Next Business Day
JH036A	HP 5900CP-48XG-4QSFP+ TAA Swch	1 Year	10 Days
JH037A	HP 5900AF-48XGT-4QSFP+ TAA Swch	1 Year	10 Days
JH038A	HP 5900AF-48G-4XG-2QSFP+ TAA Swch	1 Year	10 Days
JH048A	HP 527 802.11ac (AM) Unified Walljack	Limited Lifetime†	Next Business Day
JH049A	HP 527 802.11ac (WW) Unified Walljack	Limited Lifetime†	Next Business Day
JH050A	HP 527 802.11ac (JP) Unified Walljack	Limited Lifetime†	Next Business Day
JH051A	HP 527 802.11ac (IL) Unified Walljack	Limited Lifetime†	Next Business Day
JH052A	HP 527 802.11ac (AM) 20Pk Unifd Walljack	Limited Lifetime†	Next Business Day
JH053A	HP 527 802.11ac (WW) 20Pk Unifd Walljack	Limited Lifetime†	Next Business Day
JH074A	HP 12500 Netstream Monitoring Module	1 Year	10 Days
JH101A	HP INE1054606/0005 5930AC OEM Swch	1 Year	10 Days
JH102A	HP INE1054606/0006 5900G OEM Swch	1 Year	10 Days
JL009A	HP MSM430 Dual Radio 802.11n AP (BR)	Limited Lifetime†	Next Business Day
JL010A	HP MSM460 Dual Radio 802.11n AP (BR)	Limited Lifetime†	Next Business Day
JL011A	HP 350 Cloud-Managed 802.11n (WW) AP	Limited Lifetime†	Next Business Day
JL012A	HP 350 Cloud-Managed 802.11n (US) AP	Limited Lifetime†	Next Business Day
JL013A	HP 355 Cloud-Managed 802.11n (WW) AP	Limited Lifetime†	Next Business Day

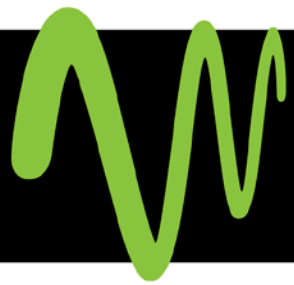
† For products purchased on or after December 1, 2014, hardware warranties replacement for as long as the original end user owns the product, with next business day advance replacement (available in most countries). The disk drive included with HP Alliance One Advanced Services and Services zL Modules, HP Threat Management Services zL Module, and HP E-MSM765zL Mobility Controller has a five-year hardware warranty.

HP Product Number	Product Description	Warranty	Advance Replacement delivery
JL014A	HP 355 Cloud-Managed 802.11n (US) AP	Limited Lifetime†	Next Business Day
JL015A	HP 365 Cloud-Managed 802.11ac (WW) AP	Limited Lifetime†	Next Business Day
JL016A	HP 365 Cloud-Managed 802.11ac (US) AP	Limited Lifetime†	Next Business Day
JL017A	HP 3xx AP Universal Power Supply	Limited Lifetime†	Next Business Day
JL023A	HP M210 802.11n (AM) Access Point	Limited Lifetime†	Next Business Day
JL024A	HP M210 802.11n (WW) Access Point	Limited Lifetime†	Next Business Day
JL062A	HP M330 Dual Radio 802.11ac (AM) AP	Limited Lifetime†	Next Business Day
JL063A	HP M330 Dual Radio 802.11ac (WW) AP	Limited Lifetime†	Next Business Day
JL064A	HP M330 Dual Radio 802.11ac (JP) AP	Limited Lifetime†	Next Business Day
JL065A	HP PS110 Wireless 11n VPN AM Rtr	3 Year	Next Business Day
JL066A	HP PS110 Wireless 11n VPN WW Rtr	3 Year	Next Business Day
JL067A	HP 350 Cloud-Managed 802.11n (JP) AP	Limited Lifetime†	Next Business Day
JL068A	HP 355 Cloud-Managed 802.11n (JP) AP	Limited Lifetime†	Next Business Day
JL069A	HP 365 Cloud-Managed 802.11ac (JP) AP	Limited Lifetime†	Next Business Day
JL070A	HP 2530-8-PoE+ Internal PS Switch	Limited Lifetime†	Next Business Day

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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Key Facts

- FORTUNE 500 company with \$6 billion in annual revenue
- Frost & Sullivan 2013 Leadership Awards for our VoIP Access and SIP Trunking services, and Retail Carrier Ethernet services
- GSA Contract Holder, available to federal, state and local agencies
- Registered vendor in the Central Contractor Registration (CCR)
- Experienced in E-Rate and RHC programs
- Nationwide presence; 48 states and the District of Columbia
- 118,000 route miles of fiber
- 27 SSAE16 SOC1 certified enterprise-class data centers across the country
- Over 13,000 employees

Company Overview

Windstream is pleased to respond to TIPS specifications for Networking Equipment, Software and Service. Headquartered in Little Rock, AR, Windstream (NASDAQ: WIN) is a nationwide, enterprise-focused communications and technology service provider with a commitment to be our customers' trusted advisor and single point of contact.

Windstream differentiates itself with our "winning team" approach that we take with each customer, applying our brand promise of "smart solutions, personalized service". We collaborate with our customers and partners to develop solutions that best fit their needs.

Our successful history as an approved service provider for government-funded programs such as E-Rate and Rural Health Care (RHC), both administered by Universal Service Administrative Company (USAC), offers eligible schools, libraries and rural healthcare providers assurance that you have made the right choice when choosing Windstream as your technology partner.

Windstream has a strengthened commitment to provide customer-specific solutions with offerings that include, but are not limited to, data, voice, network, cloud and managed services. We specialize in customizing solutions to help boost efficiency within TIPS, as well as maximize the potential of your agency. Our nationwide footprint and scale, along with our business services focus, enhance our already robust product portfolio and allow us to better serve agencies of all sizes—from small, local government offices to complex national and federal networks.

Our winning team is built on a solid financial foundation of over \$6 billion in annual revenues—backed by our highly experienced executive leadership team. Together, they strive to exceed customer expectations, build a great team of employees and deliver the desired financial results for our shareholders.

Your local account team is your partner in implementing a smarter communications strategy that helps turn your big ideas into reality. We also have teams of certified engineers available to perform 24 x 7 monitoring of your services through our state-of-the-art Network Operations Centers.

As an extension to our account teams, Windstream Online (windstreamonline.com), an enhanced Web-based interface, provides immediate, secure access to all of the account information and tools you need—anytime, anywhere. It gives TIPS the freedom and convenience to pay your bill online, access past and present payment history, change toll-free ring-to numbers, submit and view trouble ticket history and status, obtain real-time reports, monitor your service usage patterns and so much more.

To learn more about how Windstream's smart solutions and personalized service can keep TIPS winning, visit windstreambusiness.com.

INDUSTRY AWARDS & PARTNER RECOGNITION



2013 Frost & Sullivan Best Practices Award

Windstream also won Best Practice Awards in 2012 for VOIP access, SIP trunking and Ethernet services



Windstream: A 2014 Fortune 500 Company

On Fortune's list of the largest U.S. companies ranked by revenue since 2012, Windstream is ranked No. 429 in 2014 with revenues exceeding \$6 billion in 2013



TMC 2011 & 2012 Internet Telephony Product of the Year Award

*2012 Recognized for our IP Simple Solution
2011 Recognized for Allworx 48x IP Phone System*



Business Solutions Magazine Best 2012 Channel Vendor

Recognized for Allworx' commitment to excellence in the VoIP category



Avaya DevConnect Compliant



Cisco Gold Certification and Master Managed Services Certification



Mitel 2012 Enterprise Partner of the Year



TMC 2012 Internet Telephony Unified Communications Excellence Award



2014 IT Expo Allworx Wins Best of Show



Cisco Intelligent WAN: Right-Size Your Network without Compromise

Overview

Cisco® Intelligent WAN (IWAN) enables businesses to deliver an uncompromised experience over any connection. Now IT organizations can right-size their branch-office connections using less-expensive WAN transport options without affecting performance, security, or reliability. With Cisco IWAN, traffic is dynamically routed based on application, endpoint, and network conditions to deliver the best-quality experience. The realized savings from IWAN not only pays for the infrastructure upgrades, but also frees resources for business innovation.

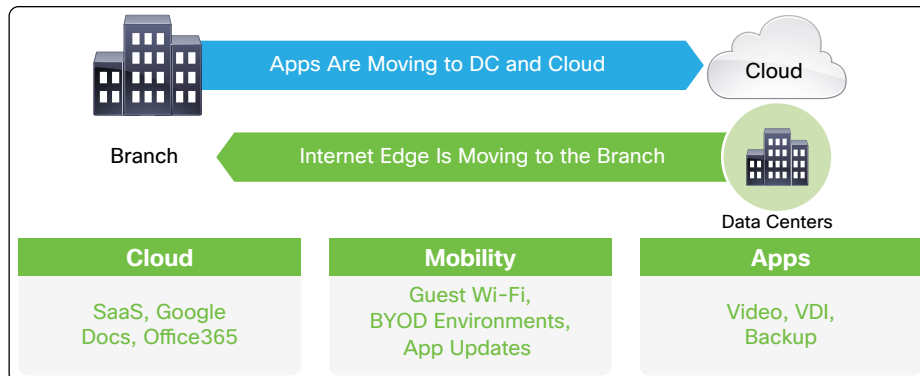
Branch-Office Challenges

The application landscape is changing dramatically. In most organizations, IT is centralizing applications in the public or private cloud to promote efficiencies. In addition, the Internet edge is moving to the branch office with the emergence of Software as a Service (SaaS) applications such as Cisco WebEx® meeting applications, Microsoft 365, and Google Docs. IT organizations are under tremendous pressure to meet the growing bandwidth demands of cloud traffic, proliferation of mobile devices, adoption of the bring-your-own-device (BYOD) trend, and high-bandwidth applications such as video (Figure 1). However, three out of four organizations report no increase in WAN budget (Nemertes Research, Benchmark 2012-13 Emerging WAN Trends).

The result follows:

- Congested WAN bandwidth
- Potential security risks and compliance failures
- Poor user experience
- Complex remote-office management
- Slow response to business needs

Figure 1. Growing Demands on the WAN



Internet as WAN

Nearly half of businesses (46 percent) are migrating or are planning to migrate their WAN to the Internet (Nemertes Research, Benchmark 2012-13 Emerging WAN Trends). Why? As bandwidth demands have increased, the Internet has become a much more stable platform, and the price-to-performance gains are very attractive. However, businesses are primarily deploying “Internet as WAN” in their smaller sites or as a backup path because of the risks. But you can take advantage of this cost-effective, performance-enhancing opportunity at all your branch offices with Cisco IWAN.

Cisco IWAN allows organizations to smoothly transition from premium WAN connections to less-expensive Internet transport without compromising application performance, reliability, and security. With Cisco IWAN, IT can deliver up to five-nines reliability over any transport – Multiprotocol Label Switching (MPLS), Internet, or hybrid WAN deployments.

With Cisco IWAN, customers have a proven solution that scales to all branch-office sizes over any transport. With rich application and security services on a single platform, IT can scale to hundreds of sites. Also, customers can maintain granular control, from the branch office, to the data center, and out to the public cloud. The traffic is routed dynamically based on application, endpoint, and network conditions to help ensure the best user experience. Now IT can confidently roll out critical business services such as guest Wi-Fi, SaaS, and video without overwhelming the WAN (Figure 2).

IWAN helps decrease customers’ operational costs and free their IT organization budgets to promote more strategic initiatives. For example, the following are estimated savings for WAN migration to the Internet for 100 branch offices for three cities (Source: Telegeography):

Chicago
\$653,000/yr

Frankfurt
\$772,000/yr

Tokyo
\$1,350,000/yr



Figure 2. Cisco IWAN Enables

Guest Wi Fi	SaaS MS 365 Google Docs Salesforce.com	High-BW Apps Video, VDI	OpEX Savings
<ul style="list-style-type: none"> • More bandwidth • Visibility and control • Threat defense • DIA: No backhaul 	<ul style="list-style-type: none"> • DIA: Low latency • Quick link turn-up • Visibility and control 	<ul style="list-style-type: none"> • More bandwidth • Quick link turn-up • DIA for right-traffic, right-link 	<ul style="list-style-type: none"> • Use of low-cost Internet links • Use flexibility for new services
Provider Flexibility • Greater Productivity • Lower Cost			

Solution Components and Benefits

Your company can benefit in the following ways with the four components of Cisco IWAN (Figure 3):

Figure 3. Components of IWAN

<h3>Transport Independent</h3> <ul style="list-style-type: none"> • Consistent operational model • Simple provider migrations • Scalable and modular design • IPsec routing overlay design 	<h3>Intelligent Path Control</h3> <ul style="list-style-type: none"> • Dynamic Application best Path based on policy • Load balancing for full usage of bandwidth • Improved network availability
<h3>Application Optimization</h3> <ul style="list-style-type: none"> • Application visibility with performance monitoring • Application acceleration and bandwidth optimization 	<h3>Secure Connectivity</h3> <ul style="list-style-type: none"> • Certified strong encryption • Comprehensive threat defense • Cloud Web Security for secure direct Internet access

- **Transport independent: Gives provider flexibility to lower costs:** IWAN allows IT to move to less-expensive Internet transport options without compromising security, reliability or performance. Through IP Security (IPsec) VPN technologies, IT can transparently distribute branch-office traffic over multiple transport options, including MPLS, cellular and Internet WANs, and still maintain one routing domain for IT simplicity.

- **Intelligent path control: Maximize your WAN usage to increase ROI:** IWAN helps IT take full advantage of its WAN investments and avoid oversubscription of lines. Through intelligent path selection, applications are sent over the best performing paths based on policy and real-time path status. Now the growth of new cloud traffic, guest services, and video can be easily load balanced across multiple lines.
- **Application optimization: Deliver an application-aware network for optimized performance:** IWAN gives IT full visibility and control at the application level through Application Visibility and Control (AVC) such as Network-Based Application Recognition (NBAR), NetFlow, quality of service (QoS), and more. AVC allows IT to determine what traffic is running across the network, tune the network for business-critical services, and quickly resolve network problems. To minimize any WAN burden, IWAN uses Cisco Wide Area Application Services (WAAS) to apply advanced compression and de-duplication to help applications perform better with the smallest load possible. To allow businesses to deliver immersive digital experiences over bandwidth-constrained networks, Cisco IWAN with Akamai Connect significantly offloads the WAN with Akamai caching integrated into the router to provide instant access to web applications.
- **Secure connectivity:** With IWAN, IT can simplify VPN connections across all sites to deliver high performance with high security using Dynamic Multipoint VPN (DMVPN). It can also enable direct Internet access using Cloud Web Security (CWS) for better SaaS application performance, while protecting all branch-office endpoints and maintaining a centralized infosec policy management paradigm.

Why Cisco?

As the undisputed leader in networking, we have helped thousands of customers successfully make major technology transitions by using the network as the platform for business. Only Cisco can deliver an “Intelligent WAN” that can help IT navigate today’s challenges around cloud, mobility, and video. We offer a comprehensive solution at a cost-effective price with validated designs to help ensure customer success. And only Cisco can help you reach this goal with:

- A single integration platform that dramatically simplifies IT operations
- Granular control from the branch office to the cloud for consistent management
- Proven security at scale to protect all branch-office endpoints from threats
- Dynamic, real-time decisions through context-aware routing to deliver the best experience
- Significantly lower costs to deliver a solution that pays for itself in a just months

Now more than ever your business needs an intelligent WAN to grow and compete. Get more from your WAN with Cisco IWAN.

To learn more, please visit cisco.com/go/iwan.



Cisco Application Policy Infrastructure Controller Enterprise Module

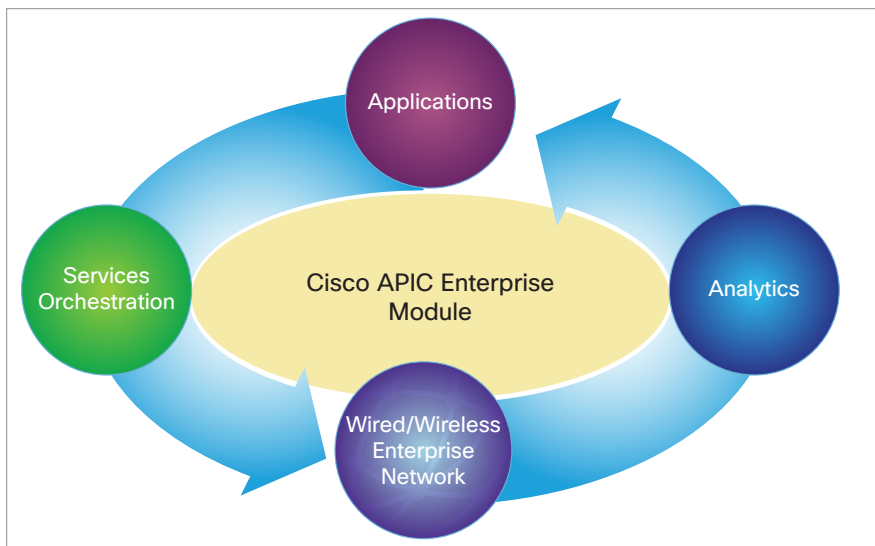
Overview

The Cisco® Application Policy Infrastructure Controller (APIC) Enterprise Module is a software controller that massively simplifies enterprise networks for the next generation of IT.

The controller supports your existing network infrastructure, providing investment protection. It gives you a programmatic interface for setting policies and provisioning services across your network of Cisco Catalyst® switches, Cisco Integrated Services Routers (ISR), and Cisco Aggregation Services Routers (ASR). Use it to eliminate network complexity and simply run your physical and virtual network automatically from any x86 or virtualization-enabled computer.

To let you do that, the Cisco APIC Enterprise Module translates business policy directly into network device-level policy. It automates the deployment, compliance checking, and enforcement of network policies across your network to relieve you of the most pressing, complex, and tedious IT tasks. It uses an open and programmable approach to network-wide security, ACL change management, WAN path optimization, and quality of service (QoS). These capabilities collectively pave the way for incremental adoption of software-defined networking (SDN) in your organization.

Figure 1. Your Central Enterprise Policy and Security Engine



It's Time to Automate the Network

Complexity has become a roadblock to on-time enterprise network service delivery and quality. The need to turn up new services quickly no longer allows time for manual, box-by-box network changes and application deployments. It also doesn't allow for silos of disjointed network management and policy setting. Instead, you need to integrate your network resources and gain dynamic control over them with a global network view and policy platform. Complete network visibility and automated policy setting and enforcement are requirements for keeping pace with change in today's competitive organizations and for preventing network operational expenses from spiraling out of control.

Policy-Based, No Manual Intervention

Here's what's different: The Cisco APIC Enterprise Module provides an open and programmable approach to networking through open APIs for policy-based management and security. The approach automates what has typically been tedious manual configuration.

The controller provisions network services consistently and provides rich network information and analytics across all network resources: LAN and WAN, wired and wireless, and physical and virtual infrastructures. This visibility allows you to optimize services and support new applications and business models. The controller bridges the gap between open, programmable network elements and the applications that communicate with them, automating the provisioning of the entire end-to-end infrastructure.

How Do You Benefit?

The Cisco APIC Enterprise Module makes network operations a whole lot simpler, faster, and at a lower cost. It frees the IT department to focus on business innovation by deploying new network devices and applications rapidly. For example, you get:

- Consistency across the enterprise network keeps downtime to a minimum and lowers operational complexity and associated cost.
- Automated end-to-end provisioning and configuration enable rapid deployment of applications and services. And provisioning times drop from months to hours.
- Open and programmable network devices, policy, data, and analytics drive business innovation by providing easy access to network intelligence.
- Support for greenfield and brownfield deployments lets you implement programmability and automation with the infrastructure you already have.



Why Cisco?

Only Cisco can provide software-defined networking (SDN) capabilities needed by today's networks across your branch and campus, data center, and service provider networks. Cisco massively simplifies networks through programmability with an architectural approach and open APIs. Cisco services provide end-to-end guidance to help customers achieve maximum benefit from SDN and tie network performance directly to business priorities.

Next Steps

To learn more about the Cisco Application Policy Infrastructure Controller (APIC) Enterprise Module, go to http://www.cisco.com/go/apic_enterprise. To find out more about how Cisco ONE can ease and lower the cost of network operations, visit the Cisco ONE knowledge portal or the Cisco ONE Educational Webcast Series. All related Cisco ONE Services can be found by visiting http://www.cisco.com/web/solutions/trends/open_network_environment/professional.html

Cisco Unified Access Solution

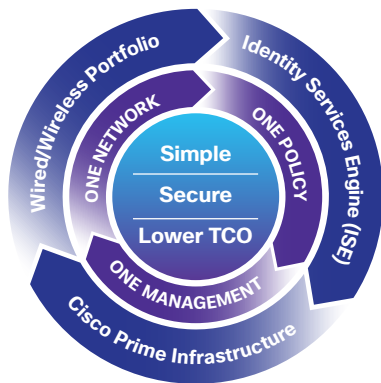


The Intelligent Platform for a Connected World

Cisco® Unified Access helps enable IT to respond to dynamic business and technology needs more quickly than ever before. It gives you the ability to streamline your wired and wireless LANs and VPNs into one, simplified physical infrastructure. As a result, you gain a single, scalable point of central policy and management control for all your network operations.

Cisco Unified Access connects people, processes, data, and things to serve as your business foundation for mobility, BYOD initiatives, and the Internet of Things. With visibility into all aspects of your physical and virtual networks, you gain the operational efficiency you need to dynamically apply policy and management across all your network segments.

Making IT More Responsive to the Business



Networks Have Completely Changed

Enterprise networks are being put to task:

- BYOD and the proliferation of mobile devices and applications are creating unpredictable traffic loads and new security and privacy concerns
- Cloud and virtualization initiatives have increased the focus on and need for continuous network resiliency

As network complexity and traffic grow, they strain limited IT resources and make it harder for IT to dynamically align with and securely support business needs.

Transforming to a Simplified, Intelligent Network

Cisco Unified Access delivers a simplified, intelligent network through an integrated “one policy, one management, and one network” platform. The solution delivers adaptability to fast-changing technology and business needs with a platform that employs a single, scalable network infrastructure with common policy and management for converged wired and wireless networks and VPNs. This includes support for efficient and secure mobile device onboarding and management.

The result is a single solution that offers consistent and reliable network performance and support while providing:

- **One Policy:** Simplified and unified policy based on user and device context
- **One Management:** Simplified and unified lifecycle management with fast end-user problem resolution
- **One Network:** Simplified network infrastructure with consistent intelligence and network programmability through proprietary and open APIs

The Network As a Strategic Enabler

Cisco Unified Access helps you to:

- Free up IT resources for more strategic activities
- Enhance the end-user experience
- Improve compliance and consistency of policy enforcement
- Simplify management and troubleshooting
- Reduce operational overhead
- Promote business agility and scalability
- Provide investment protection

“Providing a fast and resilient network with high bandwidth and high availability is a key priority for The University of Liège. Cisco Unified Access helps us support the growing use of mobile devices and address Wi-Fi issues that may be caused by the number of mechanical and electrical devices in a University environment. With Cisco Unified Access, we are lowering operating costs and delivering to our users a trouble-free wireless experience.”

– **Simon Francois**, Network Team Leader, University of Liège



Cisco Capital Financing

Cisco Capital® facilitates simple, fast migration to the Cisco technology solutions you need. Our financing solutions lower total cost of ownership and protect against technology obsolescence – on or off balance sheet, with fixed or variable costs, as well as payment holidays. In addition, we provide one contract so it's easier to manage.

Visit www.ciscocapital.com for more information.

Why Cisco?

Cisco combines wired and wireless expertise to deliver a consistent unified access solution with one policy, one management, and one network across the entire business environment. As a result, we can provide greater business flexibility, security, and operational efficiency with unparalleled performance, scale, and consistency. With one of the world's most comprehensive networking product offerings, consistent R&D alignment, and experienced service consultants, Cisco provides a truly integrated and centrally controlled network platform for end-to-end deployment.

Next Steps

To learn more, please visit the [Cisco Unified Access homepage](#).



Cisco Network as a Sensor

Use Your Cisco Network as a Powerful Security Sensor

Your network continuously faces advanced cyberattacks. Hacking has now evolved into a sophisticated, multibillion-dollar global enterprise. Meanwhile, the number of connected devices is growing exponentially because of the rapid expansion of cloud services, mobility, and the Internet of Things (IoT). Each connection is a potential entry point of attack into your network.

With so many access attempts occurring beyond the traditional enterprise network perimeter, you now need security everywhere. Fortunately, your Cisco network already contains what you need to do the job. We call it the Cisco® Network as a Sensor solution. By simply activating the embedded security capabilities in your Cisco network, you can transform your network into a full-blown security monitoring system that gives you broad and deep and visibility into your network and everything that connects to it.

Benefits

- **Gain networkwide visibility** by turning your entire network into a security sensor.
- **Obtain contextual threat intelligence** with real time NetFlow data.
- **Reduce risks** by understanding how, when, where, and why users and devices connect to your network.
- **Save time and control costs** by building upon existing security investments in your network infrastructure.

“100 percent of the business networks analyzed by Cisco teams have traffic going to websites that host malware.”

Cisco 2014 Annual Security Report

Increase Visibility: You Can't Mitigate What you Can't See

If you can't see network threats, how can you defend against them? The Cisco Network as a Sensor solution addresses this issue head-on. You get the global network visibility you need in the form of detailed security analytics generated by Cisco [IOS® Flexible NetFlow](#), contextual data from the Cisco [Identity Services Engine](#) (ISE), and real-time monitoring and alerts from partner technology, Lancope StealthWatch.

The solution determines the baseline profile for your network. From there it can then rapidly detect malicious activities – abnormal data movements, suspicious traffic, advanced threats – anywhere in your environment. You see how your traffic is flowing, which devices are accessing your network and what malicious activities might be taking place on your network.

Timely and Efficient Threat Intelligence Information

With the solution, you can rapidly identify the source and target information about user, device, location, and other critical attributes behind IP addresses. Such information allows you to significantly shorten the time to discover and identify malicious behavior on the network.

Next Steps

To learn more about using the Cisco Network as a Sensor solution, visit the Cisco [Enterprise Network Security](#) page.



Use the security enforcement technology already in your network to:

- Quickly isolate and contain threats across your infrastructure.
- Limit the impact of attacker infiltration by segmenting your network.
- Centrally apply granular and consistent access control across users, devices, locations, and more.

“The Cisco solution gives us a very precise way, from the wireless access point or the switch, to identify who is trying to access what. It allows us to place users in the right category and have the right policy to match information security demands.”

Roman Scarabot-Mueller
Head of Infrastructure,
Mondi Group International

Cisco Network as an Enforcer

Use Network Segmentation to Contain Risks

Your network continually faces advanced cyberattacks from professional hackers at a time when Internet connections are increasing by the minute. Each network connection, whether created by cloud services, mobility, the Internet of Things (IoT), or something else, represents a potential attack entry point. Your challenge is to balance the network access that users and devices need with risk mitigation.

The good news is that your Cisco® network already contains the tools to do that. You just need to activate them to allow your network to serve as an enforcer of network security policy. For example, you can contain threats by using Cisco [TrustSec®](#) and the Cisco [Identity Services Engine](#) (ISE) to partition your network into smaller segments. Through a software-defined approach to network segmentation, you can then protect the segments using specific group policies that determine user access based on user roles and their business needs.

The result? You securely control network access that is role-based and topology- and access-independent. You greatly reduce your “attack surface.” That means that even if hackers do make their way into your network, they can no longer move freely about and cause widespread damage.

Centrally Enforce Dynamic Policy

With your Cisco network acting as a network security enforcer, you centrally apply your security policies networkwide. The right users and devices now enjoy the right access, and you contain the impact of an attack. Cisco ISE serves as the centralized policy engine that provides real-time access control decisions for Cisco switches, routers, and security devices.

You can also reduce the scope, cost, and complexity of the Payment Card Industry Data Security Standard (PCI DSS) and Health Insurance Portability and Accountability Act of 1996 (HIPAA) network compliance audits.

Use the Cisco as a network enforcer approach to help lower security risks, improve security operational efficiency, and enhance compliance.

Next Steps

To learn more about using the Cisco Network as an Enforcer solution, visit the [Cisco Enterprise Network Security](#) page.

Key Selling Points:

- Extensive portfolio of Ethernet switches ranging from small site, wiring closet, distribution layer to data center core
- More than 30 years' experience in networking with over 100 million data ports installed
- Avaya on Avaya ease of provisioning ideal for IP Phones and Avaya UC deployments
- Innovator and industry leader with open, enterprise-wide virtualization architecture – Avaya Fabric Connect

Avaya Inc.
4655 Great America Pkwy
Santa Clara, CA 95054
1-866-GO-AVAYA

Pre Sales Technical Support
1-888-297-4700

Post Sales Technical Support
1-800-242-2121

Partner Help Desk
1-720-444-5800

For more information on Avaya Networking visit
www.avaya.com/networking.

All pricing is based on Avaya Pricing Model (APM)

Ethernet Routing Switch 3500 Series



- For SMEs, mid-market and small branch offices; includes Avaya IP Office Quick Start utility
- Fanless models for noise sensitive environments
- Supports PoE+; local and static routing
- Up to 8 systems can be stacked; Up to 384 GE ports with a max. stacking capacity of 80 Gbps

Model	Port Configuration	Order Code	List
ERS 3510GT (fanless)	8 x 10/100/1000 Mbps ports + 2 SFP ports	AL3500E04-E6	\$747
ERS 3510GT-PWR+	8 x 10/100/1000 Mbps PoE+ ports + 2 SFP	AL3500E14-E6	\$935
ERS 3526T (fanless)	24 x 10/100 Mbps ports + 2 combo 10/100/1000 or SFP ports + 2 SFP rear ports*	AL3500E01-E6	\$653
ERS 3526T-PWR+	24 x 10/100 Mbps PoE+ ports + 2 combo 10/100/1000 or SFP ports + 2 SFP rear ports*	AL3500E11-E6	\$1,215
ERS 3524GT	24 x 10/100/1000 Mbps ports + 4 shared SFP ports + 2 SFP rear ports*	AL3500E05-E6	\$1,780
ERS 3524GT-PWR+	24 x 10/100/1000 Mbps ports PoE+ ports + 4 shared SFP ports + 2 SFP rear ports*	AL3500E15-E6	\$2,250
ERS 3549GTS	48 x 10/100/1000 Mbps ports + 1 SFP+ port + 2 shared SFP ports + 2 SFP rear ports*	AL3500E06-E6	\$3,095
ERS 3549GTS-PWR+	48 x 10/100/1000 Mbps PoE+ ports + 1 SFP+ port + 2 shared SFP ports + 2 SFP rear ports*	AL3500E16-E6	\$3,660

* shared with the stacking ports. Can only be used when the switch is operating standalone.

Ethernet Routing Switch 4800 Series



- For enterprise wiring closets, campuses and large branches
- Up to 8 systems can be stacked; up to 400 GE/FE ports and 16 10GE ports with a max. stacking capacity of 384 Gbps
- Advanced IP functionality (IPv6 and multicast); Fabric Attach auto-provisioning
- Supports Avaya Fabric Connect (Shortest Path Bridging) as well as Fabric Attach auto-provisioning
- Internal field replaceable, redundant power supplies

Model	Port Configuration	Order Code	List
ERS 4826GTS	24 10/100/1000 ports + 2 shared SFP ports + 2 SFP+ ports	AL4800E79-E6	\$4,720
ERS 4826GTS-PWR+	24 10/100/1000 PoE+ ports + 2 shared SFP ports + 2 SFP+ ports	AL4800E89-E6	\$5,385
ERS 4850GTS	48 10/100/1000 ports + 2 shared SFP ports + 2 SFP+ ports	AL4800E78-E6	\$5,950
ERS 4850GTS-PWR+	48 10/100/1000 PoE+ ports + 2 shared SFP ports + 2 SFP+ ports	AL4800E88-E6	\$6,615

Ethernet Routing Switch 4500 Series



Model	Port Configuration	Order Code	List
PoE+ Models (optional: internal field-replaceable, redundant power supplies)			
ERS 4526T-PWR+	24 x 10/100 PoE+ ports + 2 combo 10/100/1000 SFP ports	AL4500E23-E6	\$3,085
ERS 4550T-PWR+	48 x 10/100 PoE+ ports + 2 combo 10/100/1000 SFP ports	AL4500E22-E6	\$4,025
Fast Ethernet Models (optional: external redundant power supply)			
ERS 4526FX	24 x 10/100Base-FX port + 2 combo 10/100/1000 SFP ports	AL4500E01-E6	\$4,960
ERS 4550T	48 x 10/100 ports + 2 combo SFP ports	AL4500E02-E6	\$3,085
ERS 4550T-PWR	48 x 10/100 PoE ports + 2 combo 10/100/1000 SFP ports	AL4500E12-E6	\$3,460
Gigabit Ethernet Models (optional: external redundant power supply)			
ERS 4548GT	48 x 10/100/1000 ports + 4 shared SFP ports	AL4500E04-E6	\$5,895
ERS 4548GT-PWR	48 x 10/100/1000 PoE ports + 4 shared SFP ports	AL4500E14-E6	\$6,550

Ethernet Routing Switch 5600 Series

- For large enterprise wiring closets and small enterprise cores



- Support for Switch Clustering (Avaya's active / active resiliency model)
- Max. stacking capacity of 1.152 Tbps; industry's only 96-port stackable models
- Replaceable, redundant integrated power supplies
- Advanced IP functionality (IPv6 and multicast); Fabric Attach auto-provisioning

Model	Port Configuration	Order Code	List
ERS 5698TFD	96 x 10/100/1000 PoE ports + 6 shared SFP ports + 2 XFP 10 GbE ports	AL1001E12-E5	\$12,435
ERS 5698TFD-PWR	96 x 10/100/1000 PoE ports + 6 shared SFP ports + 2 XFP 10 GbE ports	AL1001E11-E5	\$14,350
ERS 5650TD	48 x 10/100/1000 ports + 2 XFP GbE ports	AL1001E14-E5	\$7,525
ERS 5650TD-PWR	48 x 10/100/1000 PoE ports + 2 XFP GbE ports	AL1001E13-E5	\$8,470
ERS 5632FD	24 x SFP ports + 8 XFP ports	AL1000E15-E5	\$18,825

Avaya Fabric Connect

Specifically developed for real-time applications

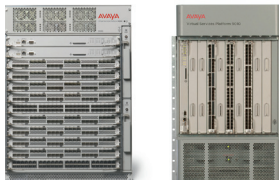
- Fully featured portfolio from Data Center to branch
- Continued technology innovation: thousands of patents, over Ethernet 100M ports shipped
- Application driven; the foundation for collaborative applications
 - Consists of the industry's first open, enterprise-wide virtualization architecture

Solutions: Data Center, Video Surveillance, Multi Tenancy

Avaya Networking Quick Reference Guide

Virtual Services Platform 9000

- High performance – architected to scale up to 27Tbps
- Ready for 40 Gbps and 100 Gbps Ethernet
- High availability through fully redundant hardware
- 240 10GbE/chassis, 720/rack; 480 1GbE/chassis, 1440/rack
- Avaya Fabric Connect extended Shortest Path Bridging
- Virtual Routing & Forwarding (VRF)
- IPv4/6 Routing in Hardware



Model	Port Configuration	Order Code	List
VSP 9090SF	Switch Fabric Module	EC1404006-E6	\$8,840
VSP 9080CP	Control Processor Module	EC1404007-E6	\$14,735
VSP 9024XL	24-port 10G Ethernet SFP+ Interface Module	EC1404001-E6	\$54,050
VSP 9048XS-2	48-port 10G Ethernet SFP+ Interface Module	EC1404005-E6	\$56,610
VSP 9048GB	48-port 1G Ethernet SFP Interface Module	EC1404002-E6	\$25,550
VSP 9048GT	48-port 10/100/1000 RJ45 Ethernet Interface Module	EC1404003-E6	\$26,530

Virtual Services Platform 8000

- High-performance 10/40 Gigabit Ethernet Switch
- 80 ports of 10 Gigabit Ethernet configured as SFP+ sockets
- 4 ports of 40 Gigabit Ethernet configured as QSFP+ sockets
- Efficient compact form-factor that reduces power and footprint consumption
- Supports both conventional IP Routing and/or Fabric-based networking deployments



Model	Port Configuration	Order Code	List
VSP 824XSQ	80 x SFP+ ports + 4 40GbE SSFP+ ports	EC8200E01-E6-E6	\$54,995

Virtual Services Platform 7000

- Top-of-Rack Switch for Data Center server connection
- Support for Avaya Fabric Connect, PFC Lossless operation and Energy Efficient Ethernet (EEE)
- Redundant, hot-swappable power supplies and fans
- Front-to-back or back-to-front cooling
- Media Dependent Adapter slot offers expandability; future-ready for 100 Gigabit Ethernet
- Distributed Top-of-Rack optimizes application performance, interconnecting up to 500 Switches with a virtual backplane of up to 280Tbps, supporting up to 16,000 ports of 10 Gigabit Ethernet
- Ultra-low latency and non-blocking switching



Model	Port Configuration	Order Code	List
7024XLS	24-port 1/10 Gigabit Ethernet SFP+ Switch	AL700001?-E6*	\$15,915
7024XT	24-port Gigabit Ethernet GTX Copper Switch	AL7000S2?-E6*	\$17,510
7002QG	2-port 40 Gigabit QSFP+ Media Dependent Adaptor	AL7000MV2-E6	\$4,025
7008XLS	8-port 1/10 Gigabit Ethernet SFP+ Media Dependent Adapter	AL7000MS1-E6	\$5,335
7008XT	8-port 10GBASE-T Media	AL7000MT1-E6	\$6,270

* “?” is replaced by “B” for Back-to-Front Cooling and “F” for Front-to-Back Cooling option

Virtual Services Platform 4000

- Industry’s first “fabric-enabled” multiservice/multitenant edge device
- Extends Avaya Fabric Connect to the Campus, MAN, WAN edge
- Full SPBm edge platform supporting IP shortcuts, L3 VSNs and L2 VSNs
- Supports PoE+ and SFP+; internal field replaceable, redundant power supplies



Model	Port Configuration	Order Code	List
VSP 4450GSX-PWR+	12 x 10/100/1000 PoE+ ports + 26 SFP ports + 2 SFP+ ports	EC4400E05-E6	\$8,420
VSP 4850GTS	48 x 10/100/1000 ports + 2 shared SFP ports + 2 SFP+ ports	EC4800E78-E6	\$7,835
VSP 4850GTS-PWR+	48 x 10/100/1000 PoE+ ports + 2 shared SFP ports + 2 SFP+ ports	EC4800E88-E6	\$8,500
VSP 4850GTS-DC	48 x 10/100/1000 + 2 SFP shared ports + 2 SFP+ ports (DC Power)	EC4800078-E6	\$8,310

Wireless LAN 9100 Series

- Next Generation 802.11ac Wireless LAN solution
- Cost effective, two-tier architecture (distributed controller in every AP)
- Granular Visibility and Control for 1300+ applications – Ensures business apps are not compromised by personal apps
- 70% more bandwidth per AP; Premise and Cloud-based management
- Software Upgradeable from 802.11n to 802.11ac



Order Code	Description	List
WAP912200-E6	WLAN 9122 Indoor AP, Dual Radio 2x2 MIMO, Omni-Directional Antenna, Integrated Wireless Controller	\$845
WAP912300-E6	WLAN 9123 Indoor AP, Dual Radio 3x3 MIMO, Omni-Directional Antenna, Integrated Wireless Controller	\$1,295
WAP913200-E6	WLAN 9132 Indoor AP, Dual Radio 2x2 MIMO, Omni-Directional Antenna, Integrated Wireless Controller	\$1,145
WAP913300-E6	WLAN 9133 Indoor AP, Dual Radio 3x3 MIMO, Omni-Directional Antenna, Integrated Wireless Controller	\$1,595
WA0912200-E6	WLAN 9122 Outdoor AP, 2x2 MIMO, Omni-Directional Antenna, Integrated Wireless Controller	\$1,995
WAT911360-E6	WLAN 9100 Antenna 2.4GHz/5GHz, Omni-Directional 360 Degree, 1x1 “Rubber Duck” For WAO9100	\$99
WAT912035-E6	WLAN 9100 Antenna 2.4GHz/5GHz, Supports 2 Radios, 14dBi, 30 Degree, 2X2 Panel With N-Female Connectors For WAO9100	\$1,200
WAT912090-E6	WLAN 9100 Antenna 2.4GHz/5GHz, Supports 1 Radio, 6/7dBi, 90 degree, 2x2 Panel with N-Female Connectors for WAO9100.	\$198
WOS9100-E	WLAN Orchestration System For WLAN 9100 Series	\$3,195

“Successful and rapid delivery of new applications is much easier following the introduction of Avaya Fabric Connect. We’re now in position to say ‘yes, we can do that.’”

– Phil Taylor, Leeds
Metropolitan University

“Previously we needed six weeks for network changes; now with Avaya Fabric Connect we can implement them in days.”

– Albert Knoll, Fujitsu

Top 10 things you need to know about Avaya Fabric Connect

The enhanced implementation of Shortest Path Bridging that radically advances network availability and agility

A completely new way to build networks, Avaya Fabric Connect delivers a simplified, agile and resilient infrastructure that makes network configuration and deployment of new services faster and easier. A standards-based network virtualization technology based on an enhanced implementation of IEEE 802.1aq Shortest Path Bridging and IETF RFC 6329, Avaya Fabric Connect combines decades of experience to deliver a next-generation technology that combines the best of Ethernet with the best of IP. Avaya Fabric Connect creates a multi-path Ethernet network that leverages IS-IS routing to dynamically build a topology between nodes. Traffic always takes the shortest, most efficient path from source to destination, guaranteeing optimal performance and failover.

Avaya Fabric Connect is truly innovative solution that offers a number of benefits that set it apart from competing offers. The following gives you a sample of the major advantages Fabric Connect offers:

1 More than just a Spanning Tree Replacement

Avaya’s dynamic, real-time, service-based Fabric Connect technology is one of the most advanced network virtualization solution on the market today. Going beyond simple L2 multi-pathing capabilities, Avaya Fabric Connect delivers the full breadth of desired integrated services including Layer 2 virtualized services, Layer 3 virtualized services (with multiple Virtual Routing and Forwarding instances), and fully optimized IP Routing and IP Multicast services.

As a result, Fabric Connect enables businesses to gradually migrate away from a host of legacy overlay technologies (such as STP, OSPF, RIP, BGP and PIM) and to enable all services

with a single technology – delivering unprecedented levels of network simplification and resiliency.

2 More than just the Data Center

While many network virtualization technologies are designed exclusively as Data Center technologies, Avaya Fabric Connect extends network-wide, providing a single service end-to-end delivery model. With Fabric Connect you can extend the power of virtualization into the Campus and into geographically dispersed Branch Offices. Services can then easily be deployed via simple end-point provisioning at the points where Users and Application attach, thereby increasing speed and agility.

3 Accelerates time-to-service through edge-only provisioning

Fabric Connect requires new services or service changes to be configured at the edge of the network only – eliminating error-prone and time-consuming network-wide configuration practices. Now, you are able to add new services or make changes to existing services in days rather than weeks or months. Fabric Connect also offers new levels of flexibility in network design. It allows any logical topology to be built, whether it is Layer 2, Layer 3, or a combination of the two – anywhere where there is Ethernet connectivity. Eliminate design constraints and have the freedom to build services wherever and whenever needed on demand.

4 Natively supports Data Center Interconnect

Customers are increasingly seeking network virtualization solutions that are not confined to a single Data Center. Avaya Fabric Connect offers a single end-to-end service construct that can extend between multiple geographically dispersed Data Centers without requiring any overlay protocols or complex protocol stitching. This allows for resource sharing, seamless VM mobility and true active - active connectivity between Data Centers and any other Ethernet-connected location.

5 Delivers PIM-free IP Multicast that is scalable, resilient, and easy to manage

IP Multicast is making a come-back. Many technologies such as next-generation video surveillance, IPTV, digital signage, desktop imaging, financial applications, and some network overlays are reliant on Multicast. Avaya Fabric Connect offers a scalable, reliable and efficient way of supporting

IP Multicast Routing, without the onerous requirement of configuring, deploying, and maintaining a complex overlay such as PIM.

Imagine a Multicast network without RPF checks, rendezvous points, and complex configuration. Deliver IP Multicast with the simplicity of edge-only configuration, while offering vastly enhanced scale, performance, and reliability. Eliminate your PIM-induced headaches forever!

6 Inherent multi-tenant capabilities

Avaya Fabric Connect offers integrated Virtual Routing and Forwarding Instances. This allows for private IP networks to be set up quickly and easily across the Fabric-enabled network without requiring any overlay protocols. These IP networks can reflect anything from different departments or entities in a traditional multi-tenant environment, to separating different types of users (wireless guests, executive access), and even isolating traffic types for enhanced security and/or support for regulatory compliance (i.e. banking transactions in a PCI DSS environment, medical imaging devices in a hospital). Best of all, rather than complex configuration, these isolated networks can be deployed quickly and easily at the network edges with just a couple of lines of configuration.

7 “Lightening fast” reconvergence times (sub-second)

The elimination of overlay protocols has a profound impact on the ability for the network to reconverge. Avaya Fabric Connect customers are experiencing recovery times of less than 50 milliseconds - network-wide - for core, link, or node failures. This represents a vast improvement over conventional Spanning Tree/OSPF-based networks, and massive improvement when compared to average recovery times in PIM-based Multicast networks.

8 Scalability to 16 million unique services

Many network virtualization technologies are based on original VLAN virtualization which limits them to a maximum of 4,096 individual services. Avaya Fabric Connect, being based on the Shortest Path Bridging standard, supports a 24-bit header that allows it to scale up to 16 million unique services.

9 It offers Proven interoperability with third party SPB implementations

Avaya is committed to delivering open and interoperable solutions to market. We actively work with other vendors to demonstrate Shortest Path Bridging interoperability through a series of public tests. This included public interoperability testing at Interop 2013 in Las Vegas with major industry vendors Alcatel Lucent, HP, and Spirent.

An important foundation for an agile SDN strategy

When it comes to Software-Defined Networking, Avaya's strategy is to first eliminate network complexity in order to provide a simple and flexible network foundation. Rather than adding overlays or additional protocols, and creating even more complexity than what we have today, Fabric Connect abstracts the Control Plane and opens this up for integration with orchestration and automation solutions, e.g. OpenStack. It provides a simplified and proven way to automate the service delivery process and evolve to the Software-Defined Network of the future.

Learn more about Avaya Fabric Connect:

[Avaya Fabric Connect](#) - video on YouTube, [Considerations for turning your network into a Fabric](#) - Packet Pushers podcast, [Network Virtualization Using Shortest Path Bridging and IP/SPB](#) - White Paper

Key benefits

- **Improved security and granular control:** More secured wireless and guest access, role-based access control and compartmentalization of the network to segment and protect data
- **Reduced costs:** Supports current network infrastructures and identity stores and offers investment protection via a standards-based solution and a VMware virtual appliance
- **Simplicity:** A centralized policy decision (breaking down silos), policy expression in plain language (not tied to technology) and simplified policy creation through virtual groups
- **Regulatory compliance:** Full network visibility and comprehensive reporting and analytics

Avaya Identity Engines Portfolio

Avaya Identity Engines Portfolio solutions enable businesses to control who accesses a network, when, where, and how the network is accessed, and which devices will be allowed on the network.

IT departments today are faced with a growing challenge: to maintain network security while facilitating access via wired, wireless and VPN networks for employees, contractors, guests and others who may be on or off premise. They're being asked to provide only as much access as each user requires, to ensure that user devices are healthy and in compliance with the chosen security policy, and to provide that access in real time. With an increasing number of users bringing personal devices into work as a result of the Bring Your Own Device (BYOD) trend, it is essential that IT departments have control and visibility over network access without limiting the flexibility and value these devices deliver for anytime, anywhere productivity and collaboration.

An analogy to the use of network access control (NAC) is your experience at an airport. Prior to boarding, you must show your ID to prove that you are indeed who you say you are. Next, you must walk through a metal detector to ensure that you're not bringing anything harmful onto the plane. And finally, based on the ticket you purchased, you'll be allowed access to a particular area of the aircraft.

In much the same way, Avaya Identity Engines manages access to the network. It checks your identity against an identity store (Microsoft Active Directory, for

example), performs a device health check to make sure your PC is compliant, and then, based on your predetermined role, gives you access to only a certain portion of the network. Offering a standards-based solution that integrates with your existing network infrastructure, Identity Engines provides the central policy decision needed to enforce role-based access.

The portfolio combines the best elements of a next-generation RADIUS/AAA server, the deep directory integration found in application identity offerings with one of the industry's most advanced policy engines to create a NAC solution that provides unprecedented access flexibility without compromising network security.

The Avaya Identity Engines portfolio is standards-based, vendor-agnostic, scalable, easy to use and cost effective. It integrates into your current infrastructure — no need to upgrade, no matter your vendor — supporting heterogeneous networks and delivering investment protection.

It offers a comprehensive set of software products designed to interwork and simplify network identity and access management, including Bring Your Own Device (BYOD) and guest access policies. The portfolio includes:

Avaya Identity Engines authenticated network architecture BENEFITS

The Avaya Identity Engines portfolio helps enterprises:

- Comply with regulatory requirements
- Control who enters the network
- Deliver differentiated access based on user roles
- Provide data privacy and restricted access to applications
- Provide true network protection, mitigating the risk of data loss and the exposure to vulnerabilities

- **Identity Engines Ignition® Server:** The main component of the portfolio, providing a centralized policy-decision point across all access methods while also supporting multiple directory stores.
- **Identity Engines Ignition® Guest Manager:** A quick, safer and easy way to let front-desk staff create guest user accounts for access to specific resources for a designated time period.
- **Identity Engines Ignition® Access portal:** A portal that intercepts traffic from employees and guests, simplifying how devices authenticate and connect to the network.
- **Identity Engines Ignition® CASE Wizard:** Automates the configuration of Windows-based devices, delivering more secure access to both wired and wireless networks without installing software on the device itself.
- **Identity Engines Ignition® Posture:** Endpoint health checking for employee/managed devices that is flexible and integrated with the Identity Engines Ignition Server .
- **Identity Engines Ignition® Analytics:** A powerful reporting application with over 25 preconfigured audit, compliance and usage reports.
- **Identity Engines Ignition® Single Sign On:** Allows network administrators to centrally set, assign, store more securely, and change access credentials to eliminate multiple IDs and password per user.

Avaya Identity Engines portfolio products are robust and easy to use. There's no need to write different policies for each directory; user groups can be taken from multiple active directories and combined to create virtual groups — the tools are provided to make top-notch NAC a breeze.

But what makes the Avaya Identity Engines solution outstanding is its ability to express policies in plain language.

Table 1 shows that if a user is in the “Employee” user group and connects over wireless or wired, the policy engine can identify it — thus providing more flexibility — and the device's posture will be checked. If the device is compliant, the user is granted employee access; if it's non-compliant or if posture information isn't available, the user receives quarantined access.

Similar policies can easily be written for remote employees and guests and can include additional attributes like time of day or day of week.

In addition to its powerful security benefits, the Identity Engines portfolio can improve operational effectiveness by eliminating the need to pre-assign each switch port to specific VLANs, filters, etc., and then, when devices move, manually re-configuring these ports. Because the Identity Engines Ignition Server knows the identity of users and the types of devices attempting to connect to the network, VLANs are dynamically assigned at the time of access. No IT resources are needed to move a device from port to port or VLAN to VLAN. Process simplification like this can significantly reduce operational costs.

Centralized security

Easy to deploy, the portfolio's policy engine, called the Identity Engines Ignition® Server, resides in the data center, providing centralized authentication and authorization for wired, wireless and VPN network devices. It delivers centralized integrated security services for Avaya and third-party Ethernet switching, WLAN and VPN products.

Rule name	Rule summary
Employee_local	IF (User.group-member exactly matches [Employees] AND (Authenticator.Authenticator Type = Wireless OR Authenticator.Authenticator Type = Wired)). THEN Check Posture Profile employee_posture_policy. If Compliant Send Outbound Values employee_access If Non-Compliant Remediate Using quarantine_access If Posture Not Available Send Outbound Values quarantine_access
Employee_remote	IF (User.group-member exactly matches [Employees] AND Authenticator. Authenticator Type = VPN) THEN Check Posture Profile employee_posture_policy. If Compliant Send Outbound Values employee_access If Non-Compliant Remediate Using restricted_access If Posture Not Available Send Outbound Values restricted_access
Guests	IF (User.group-member does not match [Employees] AND System.Time between 8:00 AM and 5:00 PM AND Week day is between Monday and Friday) THEN Check Posture Profile guest_posture_policy If Compliant Send Outbound Values guest_access If Non-Compliant — Deny If Posture Not Available — Deny No_VPN IF (User.group-member does not match [Employees] AND Authenticator.Authenticator Type = VPN) THEN Deny

Table 1. Rules

The Ignition Server assigns network access rights and permissions based on a user's role or relationship to the organization, where they connect from (conference rooms, labs, lobbies, etc.), and how they connect (wireless, wired, VPN).

For example, an IT director may apply more rigorous posture checking to users who act as system administrators, granting those users access to critical network assets, while applying less rigorous checking to other users and granting them access only to the standard corporate network.

Guests, on the other hand, can be provisioned with access to particular subnets or VLANs or limited to outbound web access only, depending on their roles and needs.

The Identity Engines Ignition® Guest Manager enables a network administrator to specify which device types are granted access. Identity Engines Ignition® Analytics delivers extensive automated reporting enabling IT professionals to be more effective in carrying out compliance, planning and security mandates.

The products

Identity Engines Ignition® Server

The Identity Engines Ignition® Server is the centerpiece of the Identity Engines portfolio. It is a virtualized standard; no new hardware is required. As most organizations have already invested in VMware environments, the Ignition Server leverages existing investment, saves costs and provides additional deployment flexibility.

The Ignition Server breaks down silos. It simplifies network identity management across the enterprise, enables consistent, centralized access policy, and reduces the potential for administrative error. By putting user information and policy in a single location, policies can be created on a full network-wide basis, supporting LAN, WLAN and VPN consistently.

Offering a new level of accuracy with identity and policy based control, the Ignition Server enables policies to determine who accesses the network, where, when, how and with what type of device. User identity, device identity, and health of device can be assessed and policies can be created based on a multitude of variables including user-group membership (such as student, teacher, staff, guest), access method (such as, wireless vs. LAN), health of device, time of day, day of the week, and more.

The Ignition Server is easy to deploy, connecting with your existing identity system and switching infrastructure. It provides a central policy decision point that streamlines access management, improves security and satisfies reporting requirements. It connects to complex store environments and offers centralized editing of network access policies. With the Ignition Server, access policies can evaluate user data, equipment data and the context of the access request. It handles multiple EAP types and supports network hardware from all major vendors.

Identity Engines Ignition Guest Manager

The Ignition Guest Manager oversees guest and visitor network access across wired and wireless access points. Accounts can quickly and easily be set up and administered by front-desk personnel or any employee tasked with being a guest “sponsor,” thereby freeing up valuable IT resources.

Guest access is managed using an intuitive, web-based interface that can be easily customized to meet the needs of each enterprise. An integrated rules engine guarantees user accounts automatically expire at a scheduled time and date.

For large events or conferences, the Ignition Guest Manager’s bulk-loading capability can configure hundreds or thousands of guest accounts. In addition, it can host multiple self-provisioning kiosks simultaneously, each with different privileges, such as access zones and duration. As a result, guests can create their accounts themselves. Each can have different display characteristics and branding.

Identity Engines Ignition® Access Portal

The Ignition® Access Portal establishes a portal that intercepts traffic from employees and guests, simplifying how devices authenticate and connect to the network while providing new tools to monitor, manage and control the level of access that is provided, including detailed visibility into the profiles of individual devices. Instead of imposing arbitrary restrictions on mobile solutions, the Ignition® Access

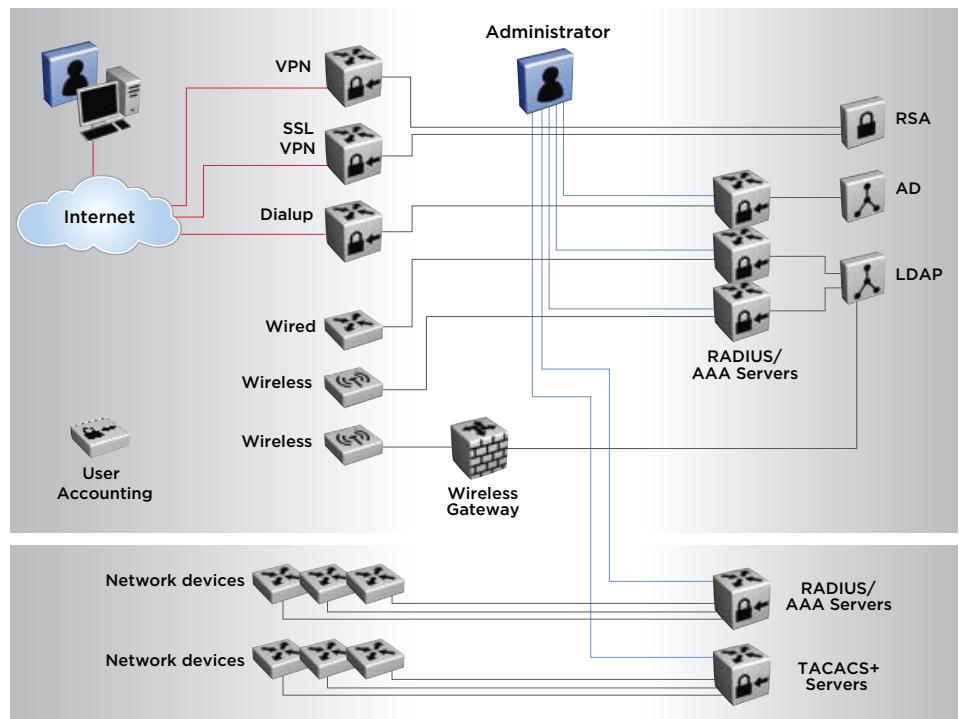


Figure 1. Complex architecture with multiple AAA servers and network overlays

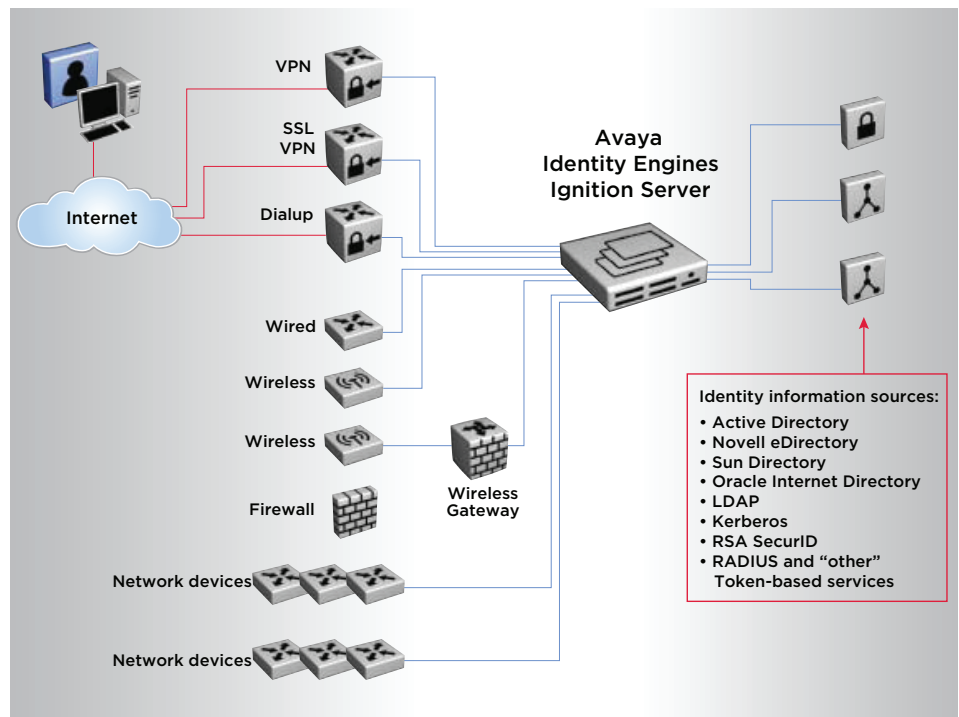


Figure 2. Simplified authenticated network architecture with centralized policy decision provided by the Identity Engines Ignition Server

Portal enables employees to more safely connect a wide range of smartphones and tablets. It's an ideal solution for on-boarding and enterprise-wide management of Bring Your Own Device (BYOD) policies. With the Access Portal, IT can easily capture information on a wide range of devices—personal or enterprise-issued—and use the Identity Engines Ignition® Server to make policy decisions and enforce appropriate access levels.



Identity Engines Ignition® CASE Wizard

The Ignition® CASE Wizard automates and simplifies the process of deploying 802.1x authentication and Microsoft NAP posture assessment throughout your network. It is the ideal choice for a wide range of configuration scenarios:

- Systematic configuration of employee PCs or ad hoc configuration for business partners bringing a new device into the enterprise.
- Support for business partners who need access to secure information in specific places on your network.
- Large scale reconfiguration of existing managed devices—for example to bring all employee devices in compliance with a new 802.1x security policy.

Identity Engines Ignition Posture

The Ignition Posture is a practical, cost-effective solution, offering an easy-to-deploy, standards-based client supporting all major desktop operating systems, as well as policy options targeted at employee and other managed devices. Like the Ignition Compliance Portal, it interrogates endpoints for security and compliance and, based on health check outcomes, grants appropriate levels of network access to enhance network integrity.

Identity Engines Ignition Analytics

Ignition Analytics is a powerful reporting application that enables in-depth analysis of network activity including ingress and usage. Report data comes from the Avaya Identity Engines Ignition Server. Ignition Analytics adds reporting to the Ignition Server by enabling automated data retrieval and report generation. An extensive feature set, which is easily customized to comply with policies and requirements, provides precise data that can be delivered automatically to anyone requiring it. Over 25 preconfigured audit, compliance and usage reports are available and custom reports can be easily generated. Sample reports include:

- Top five users with most usage
- RADIUS authentication attempts top 20 clients
- RADIUS authentication attempts failed by authenticators
- Authentications by user provisioning and date
- Usage summary
- Failed authentications by authenticator
- Authentication by client

Identity Engines Ignition® Single Sign On

Identity Engines Single Sign-on uses the Ignition Server as a Unified Identity Provider that can accept authentication requests from multiple interfaces. By allowing various Web applications to authorize individual access to protected online resources, it helps preserve privacy. Users do not need to log in separately to individual resources. Instead they get consistent, more secure and easy access to critical resources from any location, and they only need to remember one password. Avaya Flare® Experience for iPad release 1.2 supports Identity Engines Single Sign-On; other Avaya Aura® applications are planned to extend this capability in the future. In addition, Identity Engines is provided with a Service Provider agent that customers may incorporate into their Web-based application server and achieve Single Sign-On against their enterprise directories for the Web-based application via Identity Engines.



About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.

Use case scenarios: Real-world examples

Guest access

Guest access was once an all-or-nothing proposition: you either locked down your network, preventing guests from entering, or left it wide open, allowing any wireless user to tap in and consume your resources.

Now, with an Avaya Identity Engines solution, you can control who enters, where in the network a user is allowed to go and for how long.

And, all that's required to accomplish this is filling in a template. No technical expertise and/or resources are required, *and* it can be done in real time.

Guests receive a user ID on the spot and a password is sent to their mobile phone or BlackBerry.

Conference room access

Once guests are inside the building, you can write a policy that says how much access they are given. You may want to give employees unrestricted network access within a conference room and grant restricted access to guests in the same room. You can do this even if they're using the same means of access. Identity-based policies remove the need to manage ports as "open" or "restricted." It doesn't matter what you're plugged into; all that matters is who you are and what you need.

Validated remote access

The Identity Engines portfolio enables you to perform posture assessments on remote devices to ensure they're equipped with valid antivirus software, updates, a personal firewall, etc. To protect sensitive information you might stipulate that employees cannot access everything in an office.

You might also set a different policy if an employee is at home as opposed to an airport kiosk, and for different times of day.

Bottom line, what matters is who, where, when, how and type of device. With an Identity Engines solution, you have control.

Authorized fixed assets

An Identity Engines solution enables you to define authorized fixed assets or non-interactive devices such as IP phones, printers and fax machines. You can conduct MAC-level authentication to help ensure that only authorized devices connect to the network and connect only where they're expected to connect. This mitigates the risks of intruders unplugging a printer and accessing the network and employees from bringing in their own wireless access points and sharing network services, compromising network security.

The payoff

The Avaya Identity Engines portfolio delivers a wide range of role-based access options without compromising network security. It's a standards-based solution that integrates with your existing network infrastructure, leveraging your investment. It centralizes and simplifies policy decision-making throughout your network, expressing policies in simple language thus removing technology from the equation.

Learn More

To learn more about the Avaya Identity Engines Portfolio, contact your Avaya Account Manager, Avaya Authorized Partner, or visit us at www.avaya.com.

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DYNAMIC MARKETS

***Fabric Connect
Customer
Experience
Research***

Independent Market Research
Commissioned by

AVAYA

January 2015



Executive Summary:

- Implementation time = 11x faster
- Configuration time = 6.5x faster
- Wait time = 3x shorter
- Troubleshooting times = 6.5x faster
- Failover time = 2553x quicker
- Outages due to human error = 100% improvement
- 92% have seen improvements to advanced services and applications due to FC implementation
- 67% would now consider new types of advanced services and applications
- FC has impacted how staff spend their time for 74%

Key Findings

Background and introduction:

This independent market research set out to investigate the impact Avaya's networking technology, Fabric Connect (FC), has had on its customer base. It shows that all key performance indicators have been improved to some degree, but also that many common problems typically associated with running a network have actually been almost eradicated for some customers.

1.1 Key Metrics:

Implementation time:

68% of Avaya FC customers say it takes less time to implement the FC network compared to other networks (of equal size). The average figure for implementing a new network has changed from 14 days to 1.3 days. This means that an Avaya FC network is 10.8 (or 11) times faster to implement [Table 1].

"From days to hours."

"Because we are only implementing in the edge, it's a quick process either way. Before Fabric Connect it was about a day; with Fabric Connect it's around half an hour."

"We found deploying Fabric Connect quite easy, and creating and deploying the network is very simple."

"It has really simplified the way we plan and configure the network; it has reduced risks and errors because the protocol is simplified. It is quick now we have to configure fewer devices than before; because there are fewer devices, there is less to do."

"By the way we are set up, it takes about the same time, but overall the administration of it has been vastly simplified."

Configuration time:

86% of respondents say it now takes less time to configure a network. The average time has come down from 110 hours to 17, making it 6.5 times faster, which represents an improvement of 85%.

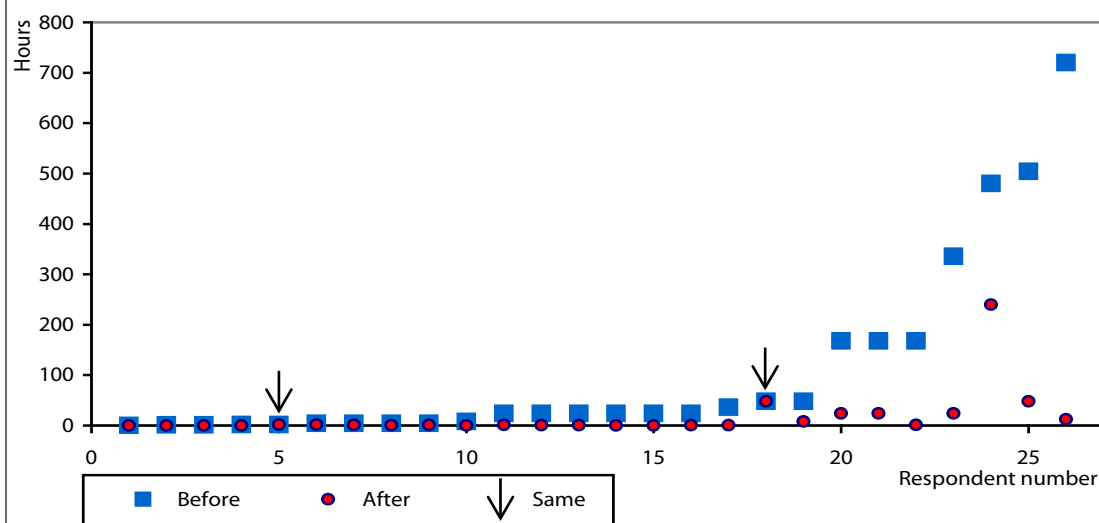
Charts 1a and 1b show individuals' 'before' and 'after' responses to this line of questioning. Chart 1b has an expanded scale and shows the detail for people who gave answers between 1 and 60 hours. These charts demonstrate that there is a wide variety of 'before' answers, but that almost all of those who quantified their response have seen improvements to their network configuration times. Indeed, many of these represent dramatic improvements.

Table 1: Summary of key metrics

Parameters:	Number of times better (average)	Average % less
Implementation time	10.8x	91%
Configuration time	6.5x	85%
Wait time	3x	66%
Troubleshooting	6.5x	85%
Failover time	2553x	100%
Outages due to human error	n/a	100%



Chart 1a: Network Configuration Time



Wait time:

The research also shows that 82% of Avaya FC customers have seen improvements to their wait times when significant changes need to be made to the network. Respondents were told that an example of a significant change would be adding a new service or application to the network and to include in their waiting time any delay from coordinating with other groups before making the changes. The findings show that companies with a FC network have 66% less wait time on average [Table 1]. However, the research also shows that some customers have found wait times have been eradicated altogether.

"Don't have to wait because Fabric Connect gives us the ability to deploy a network through all our architecture virtually instantaneously."

"Because there are fewer devices, the waiting is much less than before."

"Since deploying Fabric Connect, the time is down to 10 minutes."

Troubleshooting:

41% of respondents quantified improvements to their network troubleshooting times. However, many have not had any issues with the network since implementation of the FC technology and so were unable to do so.

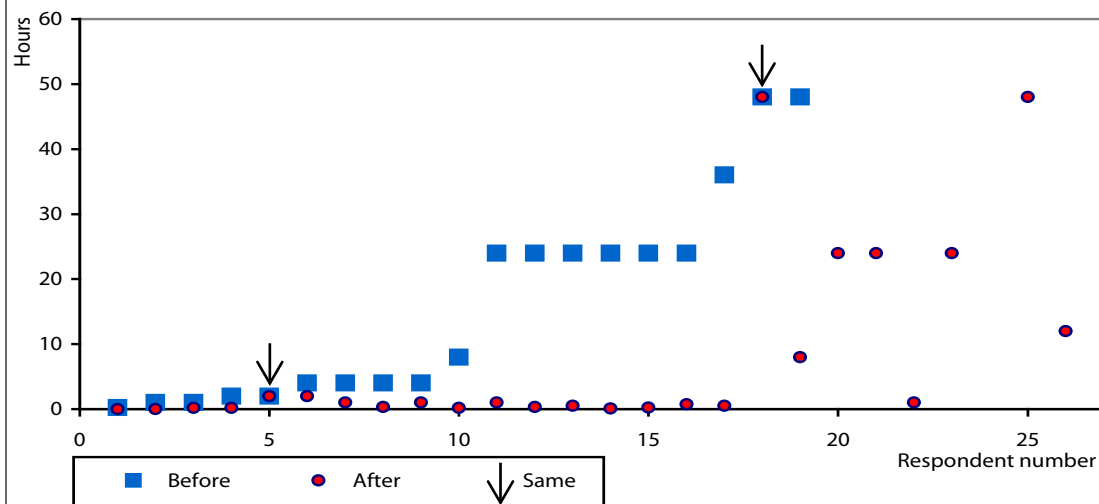
"It's not comparing the same thing. The simplified architecture of Fabric Connect has eliminated the problems that we had to troubleshoot, which is more the point." [Implemented June 2014]

"We haven't had to. Once the base architecture for Fabric Connect is set up, the configurations ride on top of that architecture, so there is very little extra configuration to be done." [Implemented August 2014]

"Never had a problem to troubleshoot with Fabric Connect, so I have nothing to compare it with." [Implemented November 2013]

"Touching wood, we haven't really had any problems to troubleshoot since implementing Fabric Connect, so that number is a bit of an estimate." [Implemented October 2013]

Chart 1b: Network Configuration Time - expanded scale





"The 'since implementing' figure I have given you is a guess, as we haven't had to troubleshoot as yet."
[Implemented July 2014]

"It has made identifying issues much easier, but there are hardly any issues these days anyway."
[Implemented July 2013]

"Only change is that now it is all down to me. There is no change in time to do it although this is probably because we are only using it in the core." [Implemented July 2014]

The above qualitative comments show that some of these customers have not had any network problems for some considerable time now, with implementations going back as far as October 2013. It also shows that customers who implemented only a few months prior to the research are already realising this benefit.

Despite this, the research shows that the average troubleshooting times changed from 39 hours down to just 6 hours, which represents an 85% improvement and times that are 6.5 times quicker [Table 1].

Failover time:

70% of Avaya customers have seen improvements to failover time since implementing their FC network. However, once again, some customers report an absence of network problems since implementation, making it hard for them to answer this question.

"We've not had a failure yet." [Implemented July 2013]

"It has increased reliance tenfold. We perform upgrades on the core network without any impact on services." [Implemented July 2013]

Nevertheless, the average failover time of 817 seconds has been lowered to 0.32 seconds, which is 2553 times faster [Table 2].

Outages due to human error:

Before implementing FC, 85% of respondents had problems with network outages caused by human error in the core of the network. However, since implementation of the FC network, 74% have seen improvements and such

Table 2: Network failover time (seconds)

Time	Prior (seconds)	After (seconds)	Delta (seconds)	X better	% less
Average	817	0.32	817	2553x	100%
Min	0.1	0.001			
Max	10,800	2			

Chart 2: Percentage Change in Outages Since FC Implementation

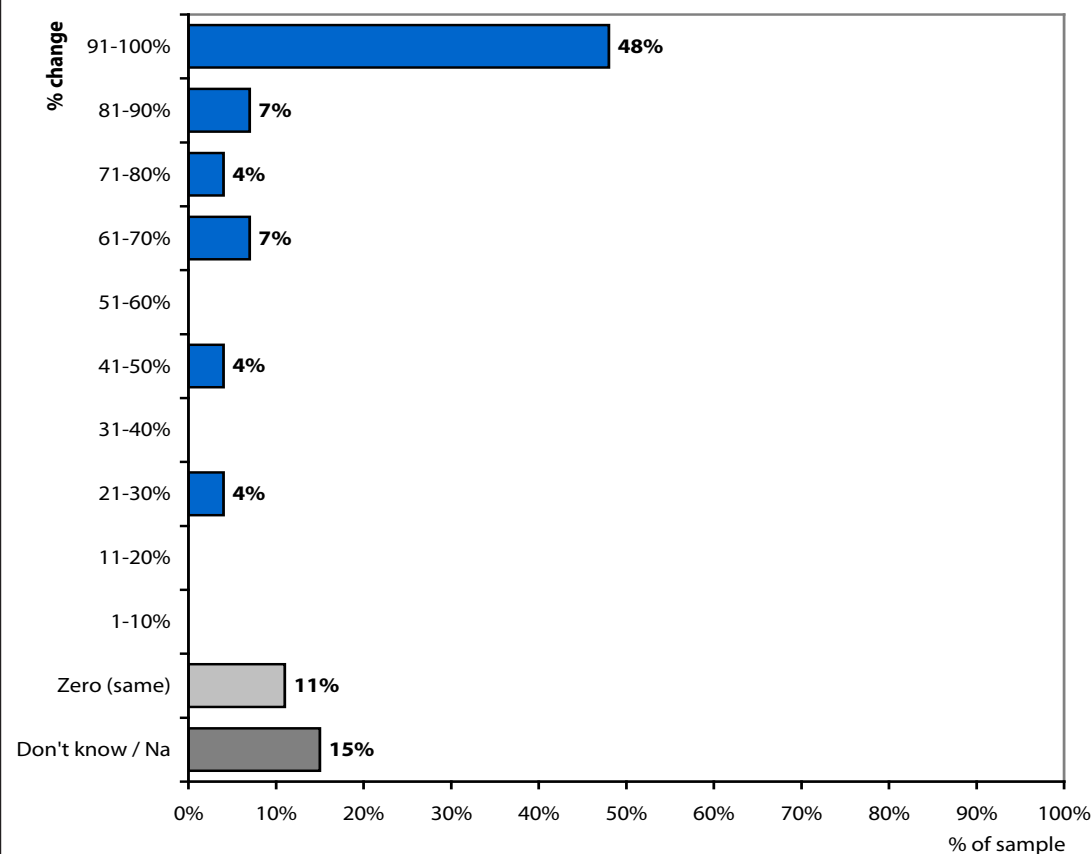
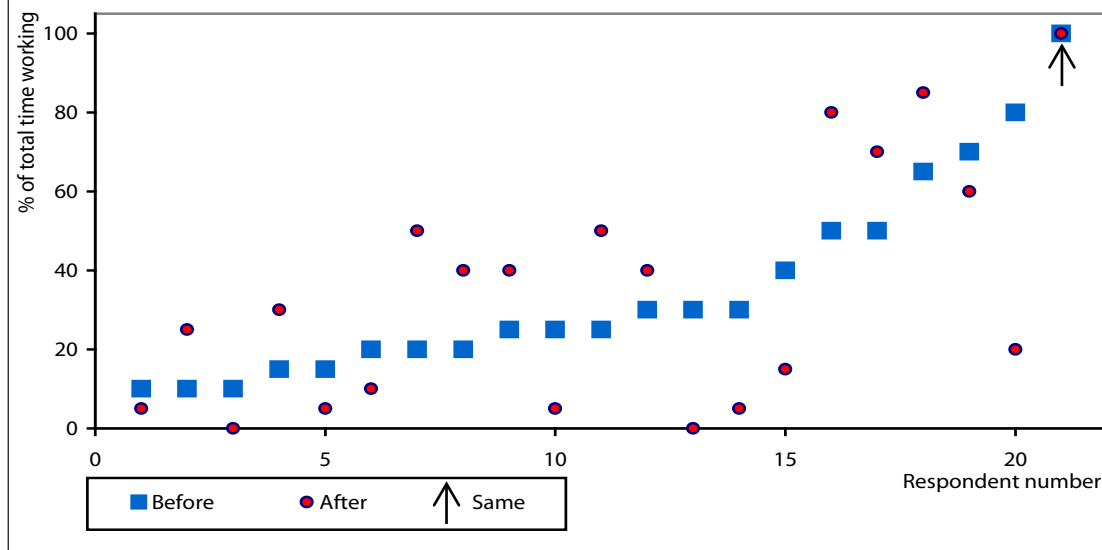




Chart 3: Time Spent on Strategic Work



outages dropped from an average of 3 pa to zero (i.e. 100% improvement). Indeed, the majority have seen dramatic improvements to this area of their business [Chart 2]. This line of questioning reinforces again that many customers simply have not had these sorts of traditional network problems since their FC implementation.

"We have a very good system that is well built and well maintained. We have had small outages in the past implementing different architectures, but with SPB we haven't." [Implemented August 2014]

"This has been brilliant for us. We have not had any outages due to human error." [Implemented July 2013]

"The number of errors is less, but more important is that the impact of those errors is less. Previously it would be thousands of users impacted; now it's more like hundreds." [Implemented December 2013]

"Besides anything, Fabric Connect really simplifies the configuration so it does minimise and reduce that possibility." [Implemented October 2013]

It also reinforces that customers have not had such problems for a long period of time, with implementations going back well over a year.

Strategic focus:

Before implementation, companies report that staff spent between 10% and 100% of their time on strategic network planning and deployment of strategic projects, rather than on day-to-day operational tasks, and the average figure was 35%. However, how companies manage their staff with respect to strategic work varied considerably [Chart 3].

Indeed, since FC implementation, as many customers report spending more time on strategic issues (37%) as spend less time on such work (37%), with a minority group saying this aspect has not changed at all (7%).

Among the 37% who spend less time on strategic issues, many reveal that this is because the technology works and does not need strategic planning to improve it or solve problems.

"We haven't needed to [be strategic], because it works."
[From 25% to 5%, implemented July 2014]

"It continues to come down as we increase and broaden the deployment." [From 20% to 10%, implemented August 2014]

Comments from the 37% who spend more time on strategic issues reveal that some companies who have only implemented very recently have already seen an impact in this area.

"Instead of working on switches etc., we are able to work on new projects and migrate old technologies."
[From 65% to 85%, implemented August 2014]

"I would say we have more time available to us to do strategic planning." [From 30% to 40%, implemented July 2012]

Whether staff's strategic work has gone up or down seems to be down to how they organise themselves and manage people. However, one thing seems definite; that the FC technology has impacted how staff spend their time in 74% of these companies.

1.2. Enabling Technology:

93% of Avaya FC customers had already deployed at least 1 type of advanced service or application, with the average number being 4. The most commonly deployed were real-time applications (85%), IP-based video surveillance (67%) and multicast applications (63%) [Table 3]. Fewer had deployed IP multicast-based video surveillance (26%), data protection / privacy segmentation (e.g. **PCI) and data protection / privacy segmentation (e.g. **HIPAA) (both 30%).

The research shows that 92% of FC customers have seen improvements to at least 1 category they already had deployed on their network. Indeed, 56% say *all* categories have been improved, while 70% say three-quarters or more have and 82% say at least half have been made better by implementing FC.

The most improved categories are IP multicast-based video surveillance and multi-tenant segmentation, where *all* customers who had these prior to FC implementation have since seen improvements (both 100%).



In addition to this improvement, since deploying FC, 37% of customers have deployed new types of advanced applications and services, and the most commonly deployed are multi-tenant segmentation, data protection / privacy segmentation (e.g. **PCI) and multicast applications (all 19%).

Furthermore, since deploying FC, 67% of customers would now consider deploying new types of applications and services, and the most popular are IP multicast-based video surveillance (41%) and video distribution applications (33%).

When these various lines of questioning are combined, it reveals that 93% of Avaya FC customers have seen either an improvement to existing applications and services, or been able to deploy new ones, or would now consider doing so since their implementation of FC.

Table 3: Applications deployed prior to FC implementation and since improved

Service or application category	Deployed prior	Improved
	(base = all)	(base = those that deployed it prior)
IP-based video surveillance	67%	83%
IP multicast-based video surveillance	26%	100%
Multi-tenant segmentation	37%	100%
Data protection / privacy segmentation (e.g. **PCI)	30%	63%
Data protection / privacy segmentation (e.g. **HIPAA)	30%	75%
Multicast applications	63%	88%
Real-time applications	85%	78%
Video distribution applications	48%	85%
Other advanced applications	11%	100%



Research Methodology:

This independent market research was commissioned by Avaya and conducted by Dynamic Markets Limited. This detailed quantitative and qualitative research was carried out by telephone with 22% of Avaya's FC customers. This represents a total of 28 interviews.

The majority of companies in the sample implemented their FC network recently in 2014 (64%). Many of these (two-thirds) did so in the latter part of the 2014 calendar year. However, a third of the sample implemented this technology before 2014, with the earliest being in 2011 [Chart 4].

93% of respondents confirmed they are involved in the day-to-day operations of the network (part or whole) and 90% are in network management roles.

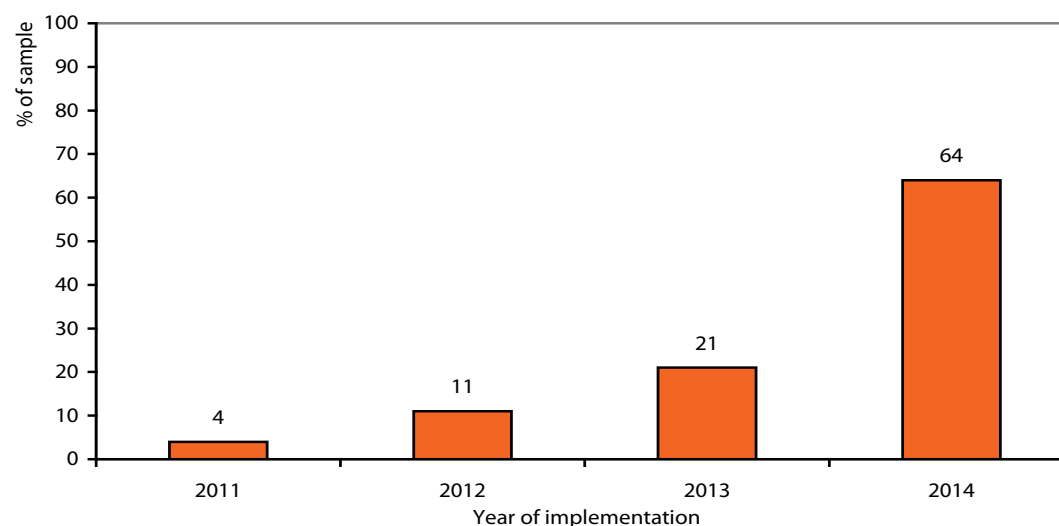
Interviews were conducted during late November and early December 2014. Respondents were promised anonymity to encourage unbiased and open responses to the questions.

Six countries are covered by this sample, including the US, the UK, Canada, Germany, the Netherlands and Spain, with the majority of respondents residing in the US. The sample covers a variety of industry sectors, with many respondents coming from education, healthcare and local government.

Respondents were asked to estimate how confident they felt in the answers they gave for the 'before' and 'after' implementation questions. Overall, confidence levels for these quantitative questions are very high, with a mean of 8 out of 10 (with 10 being completely confident).

Dynamic Markets is a UK-based, independent market research consultancy serving blue-chip clients around the world. Established in 1999, it delivers high-calibre, qualitative and quantitative research with a strong focus in the B2B and high-tech sectors. It strictly adheres to the MRS Code of Conduct.

Chart 4: Age of Avaya FC network





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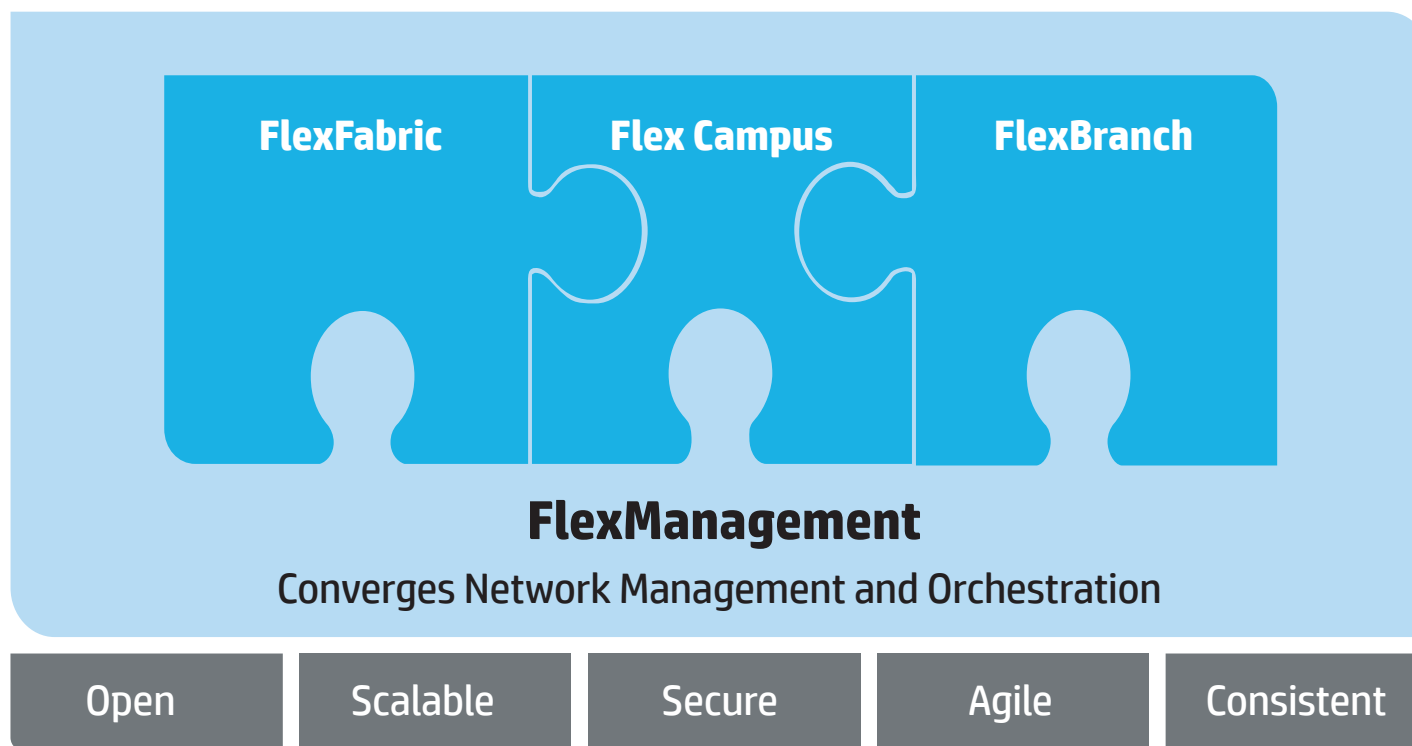
Jaime Weaver
Avaya
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Web: www.avaya.com



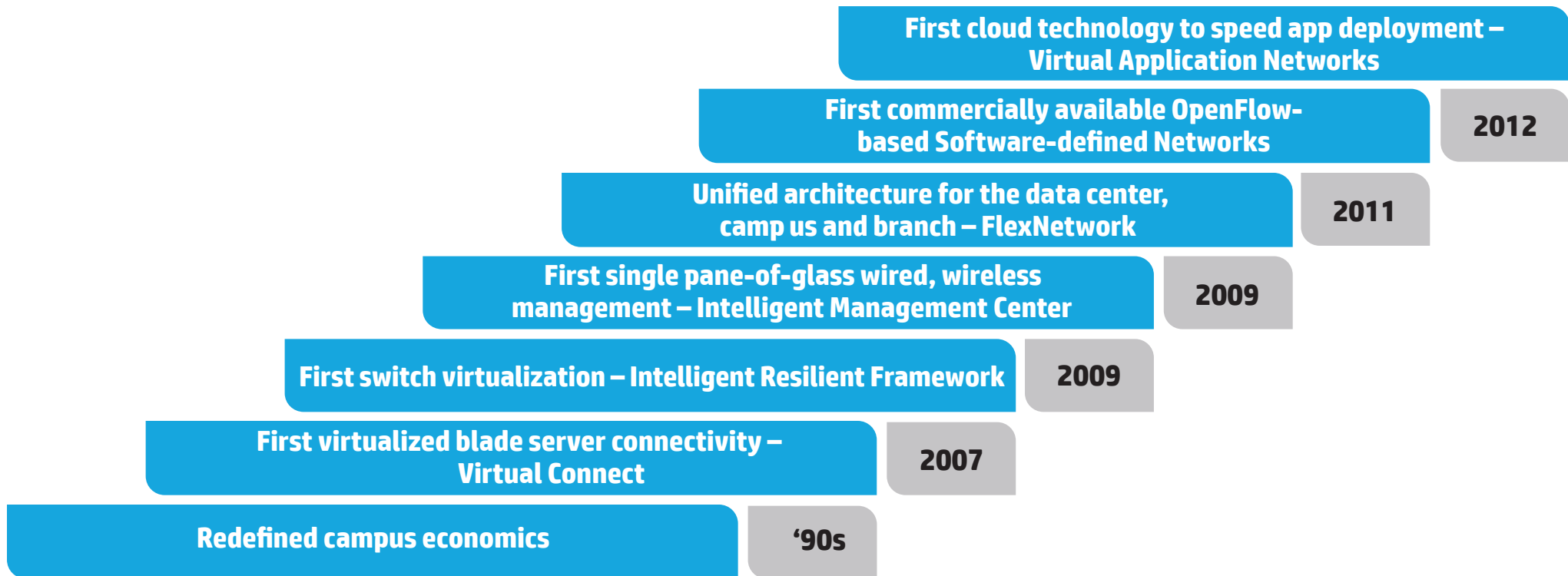
HP Networking



HP FlexNetwork Architecture



Transforming the Network



Industry Recognition

A Leader in Wired & Wireless LAN Magic Quadrant



Source: Gartner Magic Quadrant for Wired and Wireless LAN Infrastructure Magic Quadrant
September, 2013, Tim Zimmerman, Mark Fabbri
ID Number: G00248361

A Visionary in Data Center Network Magic Quadrant



Source: Gartner Magic Quadrant for Data Center Network Infrastructure
February, 2013
ID Number: G00235303

This Magic Quadrant graphic was published by Gartner Inc. as part of a larger research note and should be evaluated in the context of the entire report. The Gartner report is available upon request from HP. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors

with the highest ratings. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Innovative, Simple, Automated

FlexFabric



ROUTING



CORE



SERVER ACCESS



ToR ACCESS



SECURITY

FlexCampus



ROUTING



CORE



ACCESS



WIRELESS



SECURITY

FlexBranch



ROUTING



SWITCHING



WIRELESS

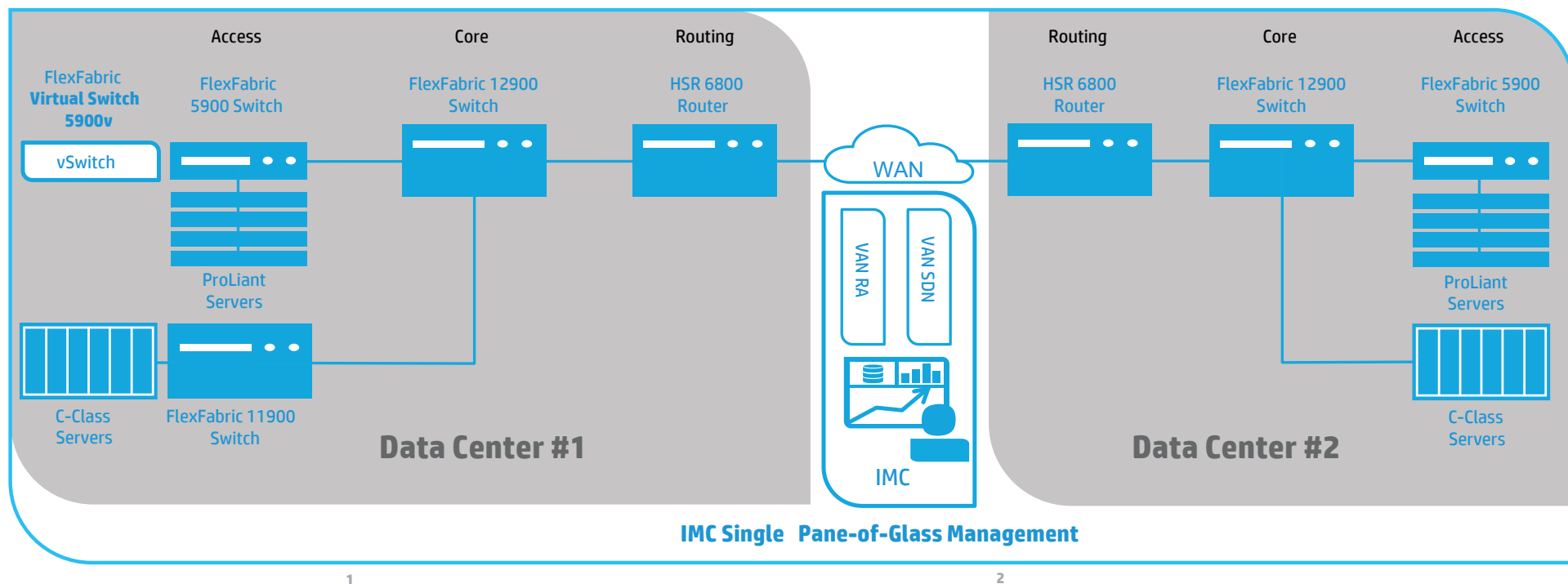


SECURITY

FlexManagement

- Intelligent Management Center
- Operations Center
- Operations Automation and Orchestration
- Network Node Manager

Future of Data Center Networking

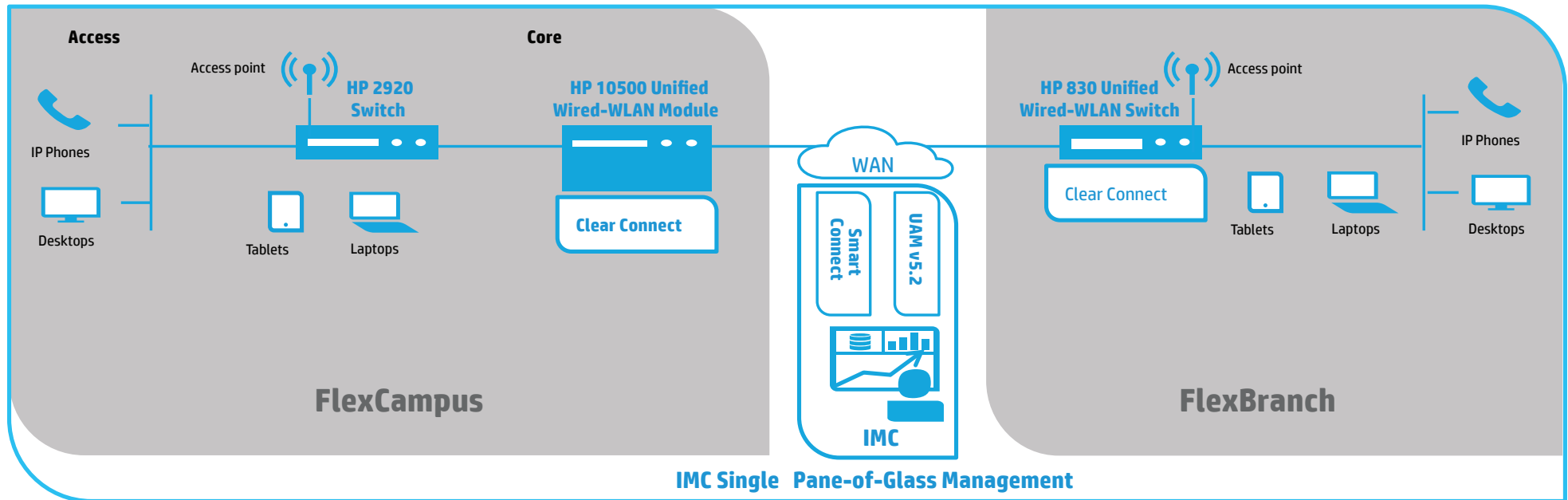


75% simpler

2X more scalable

SDN enabled

Complete Unified BYOD Solutions



Up to **220K** wireless devices per switch

50% lower licensing vs. competition

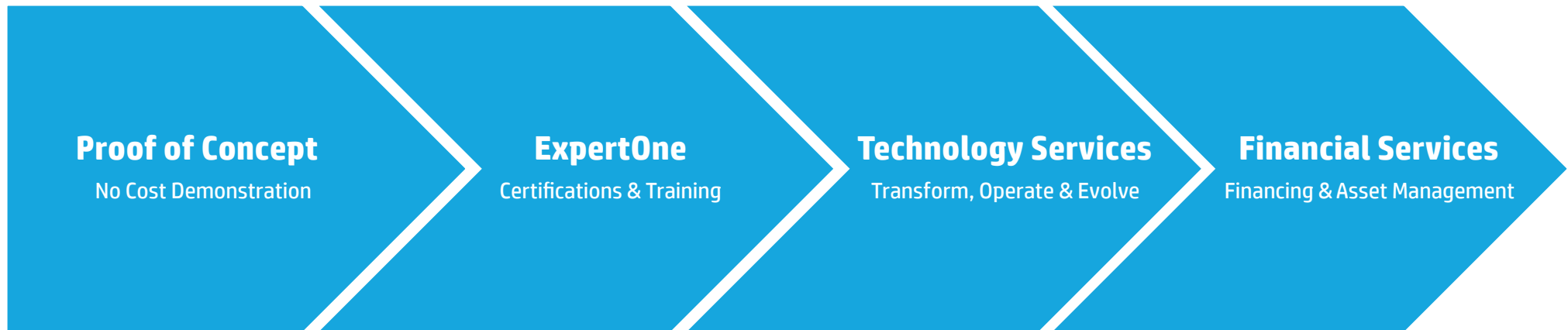
Up to **1000** devices at remote sites

Industry's most complete SDN portfolio

Programmable network aligned to business application delivers agility



Making the Transition Easy



Earning Customers



30,000+ Worldwide

Enterprise clients in 170 countries

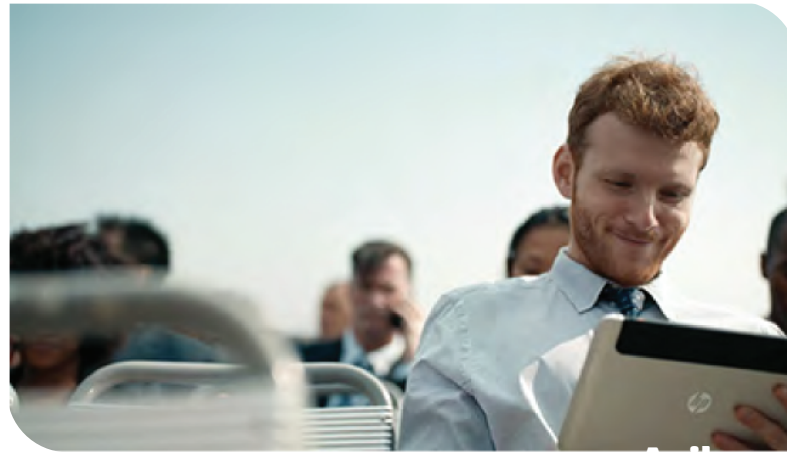
Half of the Global 100 companies

96% of telecommunications companies

94% of insurance companies

83% of aerospace & defense companies

82% of automotive companies



Join Connect's Networking Special Interest Group
<http://www.connect-netsig.com>

Make it Simple Make it Matter Make History

¹ Based on HP FlexFabric 24,000 port design vs. Juniper Qfabric 6,000 port or Cisco FabricPath 12,000 port design.

² FlexFabric 12916 compared with Nexus 7018 with F2 modules.

www.hp.com/go/networking


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May 2014



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Switch Series

Layer 2 Fast Ethernet and Gigabit Ethernet switches with ACLs, IEEE, and...


10/100 PoE+ Switches

- HP 2530-48-PoE Switch (J7978A)
- HP 2530-24-PoE Switch (J9796A)
- HP 2530-8-PoE Switch (J9790A)

Switch (J9854A)

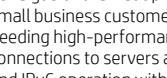
10/100 Switches

- HP 2530-48 Switch (J9781A)
- HP 2530-24 Switch (J9782A)
- HP 2530-8 Switch (J9783A)

HP 2530-8-PoE Internal PS Switch (J4707A)

Smart Managed

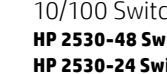
Small Business

Advanced Smart Managed Gigabit Ethernet switches designed for...


10/100/1000 Switches

- HP 1510-24G Switch (J6690A)
- HP 1510-48-25G+24G Switch (J6691A)
- HP 1510-24G-25G+24G PoE+ (J700W) Switch (J6692A)
- HP 1510-48-25G+24G PoE+ (J700W) Switch (J6693A)

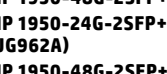
Series

Switches with enterprise-class security and support for converged voice...


10/100 Switches

- HP 3100-48-24 Gb E Switch (J3200B)
- HP 3100-24-24 Gb E Switch (J3201B)
- HP 3100-16-24 Gb E Switch (J3210B)
- HP 3100-8-24 Gb E Switch (J3218B)


Series

Layer 3 Fast Ethernet switches offering high performance, scalability...


10/100/1000 switches


- HP 1820-48-24G (J700W) Switch (J6228A)
- HP 1820-24-24G Switch (J6224A)
- HP 1820-8-24G (J600W) Switch (J6221A)
- HP 1820-24-24G PoE+ (J700W) Switch (J6226A)
- HP 1820-8-24G Switch (J6220A)
- HP 1820-48-24G Switch (J6217A)
- HP 1820-24-24G (J800W) Switch (J6225A)
- HP 1820-16-24G Switch (J6231A)
- HP 1820-8-24G (J800W) Switch (J6222A)


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HP VAN SDN Controller Software

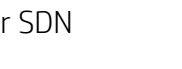
The HP Virtual Appliance Network's SDN Controller is the central building block of an SDN architecture, enabling programmatic network control.

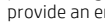





HP Network Optimizer SDN Application


The HP Network Optimizer SDN Application enables automated provisioning of network policy and quality of service to provide an enhanced user experience.






HP Network Optimizer SDN Application 100 Concurrent Clients E-LTU (J9858AAE)





HP Network Protector SDN Application

The HP Network Protector SDN Application enables automated network posture assessment and real-time security across SDN-enabled network devices.



HP Network Protector SDN App 250 Client E-LTU (JL004AAE)

HP Network Protector RepDV Sub-250 1yr E-LTU (JL006AAE)

HP Network Protector RepDV Sub-1000 1yr E-LTU (JL008AAE)

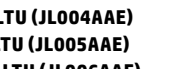
HP Network Protector RepDV Sub-2000 1yr E-LTU (JL007AAE)

HP Network Protector RepDV Sub-4000 1yr E-LTU (JL008AAE)

HP Network Protector RepDV Sub-8000 1yr E-LTU (JL009AAE)


HP Network Protector RepDV Sub-20,000 1yr E-LTU (JL009AAE)

HP Network Protector RepDV Sub-40,000 1yr E-LTU (JL009AAE)




HP TippingPoint Next Generation Firewall Series

The HP TippingPoint Next Generation Firewall is built with proven network security intelligence. This easy-to-use firewall appliance delivers reliability, high performance, security effectiveness, and granular application visibility and control, allowing your organization to improve your security posture and harden your network defenses.




Branch deployment

HP 5100SF NGFW Appliance (UC82CA)




Campus deployment


HP 52010F NGFW Appliance (UC83AA)
HP 5202F NGFW Appliance (UC84AA)



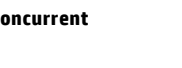
Data center deployment


HP 5800SF NGFW Appliance (UC85AA)
HP 5801F NGFW Appliance (UC86AA)





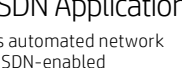
HP Firewalls






HP Firewalls

HP Firewall appliances and modules are high-performance, stateful firewall solutions capable of meeting the needs of the branch office to the large enterprise data center. Platforms include advanced virtual firewalls, rich VPN features, and full routing stack supporting BGP, RIP, and OSPF.




HP 12500 VPN Firewall Module (UC35AA)

HP 10500/11900/7500 VPN Firewall Module (J6372A)



HP F5000S 200bps VPN Firewall Appliance (J6370A)


HP F5000L 120bps VPN Firewall Appliance (J6505A)



HP F1000-E VPN Firewall Appliance (J6272A)

HP F1000-EI VPN Firewall Appliance (J6216A)

HP F1000-S-EI VPN Firewall Appliance (J6213A)



HP TippingPoint Next Generation Firewall Series

HP TippingPoint Next Generation Firewall is built with proven network security intelligence. This easy-to-use firewall appliance delivers visibility, high performance, security effectiveness, and granular application visibility and control, allowing your organization to improve your security posture and harden your network defenses.

Branch deployment
HP 1500SF NGFW Appliance (C835A)



Campus deployment
HP 33010F NGFW Appliance (C832A)
HP 33020F NGFW Appliance (C848A)



Data center deployment
HP 5800SF NGFW Appliance (C855A)
HP 5810F NGFW Appliance (C846A)



Firewalls



HP Firewalls

HP Firewall appliances and modules are high-end, turn-key to successful firewall solutions capable of meeting the needs of the broadest to the large enterprise data center. Platforms include advanced virtual firewalls, rich VPN features, and full routing stack supporting BGP, RIP, and OSPF.

HP 12500 VPN Firewall Module (C635A)
HP 10500 7500 VPN Firewall Module (G637A)



















HP 5000S 200bps VPN Firewall Appliance (G6370A)
HP 5000L 120bps VPN Firewall Appliance (G656A)



HP T1000 - E VPN Firewall Appliance (G272A)
HP T1000 - E-L VPN Firewall Appliance (G614A)
HP T1000 - S-L VPN Firewall Appliance (G6213A)




Fixed-Port Layer 3 Manager	<div> <div>  Cisco Campus </div> <div>  FastTrack </div> </div> <h3>HP 1310 Switch Series</h3> <p>Delivers flexibility, scalability, and low TCO to the access layer of medium and large enterprise networks. Offering enterprise-class QoS and security, HP Intelligent Resilient Framework (IRF) stacking, static Layer 3 routing and IRF convenient head 10Gbit uplink ports, PoE+, ACLs, and IPv6, this series also delivers energy savings with Energy Efficient Ethernet.</p> <p>10/100/1000 switches</p> <p>HP 1310-48E-PoE+ 48SP+ (J3700) 10G S1 Switch (J6937A) HP 1310-48E-48SP+ 10G S1 Switch (J6936A) HP 1310-24G-PoE+ 48SP+ (J3700) 10G S1 Switch (J6936A) HP 1310-24G-48SP+ 10G S1 Switch (J6933A) HP 1310-24G-56SP 48SP+ 10G S1 Switch (J6933A)</p>	<div> <div>  Cisco Campus </div> <div>  FastTrack </div> </div> <h3>HP 1920 Switch Series</h3> <p>Cost-effective, scalable solution for customers who are building high-performance networks. These switches can be deployed at enterprise edge, remote branch offices, and covered networks. Fully managed Basic Layer 3, 8-port Gigabit Ethernet switches with static IP and IRF routing capabilities, support stacking up to four switches, and two module slots that support 2-port 10GbE 10GbASE-T or SFP+ Both non-PoE and PoE+ models with SFP uplink ports offer flexibility.</p> <p>10/100/1000 PoE+ switches</p> <p>HP 1920-48E-PoE+ 48SP+ 10G S1 Switch (J6936A) HP 1920-48E-PoE+ 48SP+ 10G S1 Switch (J6937A) HP 1920-24E-PoE+ Switch (J6937A)</p> <p>10/100/1000 switches</p> <p>HP 1920-48E Switch (J9728A) HP 1920-24E Switch (J9728A)</p>	<div> <div>  Cisco Campus </div> <div>  FastTrack </div> </div> <h3>HP 2510 Switch Series</h3> <p>Fully managed Basic Layer 3, 8-port Gigabit Ethernet switches with static IP and IRF routing capabilities and two additional dual-personality Gigabit Ethernet ports for copper or SFP connectivity.</p> <p>10/100/1000 PoE Switch</p> <p>HP 2510-8-PoE Switch (J9552A)</p>	<div> <div>  Cisco Campus </div> <div>  FastTrack </div> </div> <h3>HP 2615 Switch Series</h3> <p>Fully managed Basic Layer 3, 8-port Fast Ethernet switches with static IP and IRF routing capabilities and two additional dual-personality Gigabit Ethernet ports for copper or SFP connectivity.</p> <p>10/100 PoE Switch</p> <p>HP 2615-8-PoE Switch (J9555A)</p>
	<div> <div>  Cisco Campus </div> <div>  FastTrack </div> </div> <h3>HP 3600 SI Switch Series</h3> <p>Premier multiport stackable (MPS) Fast Ethernet switches that fulfill the enterprise requirement for a unified, highly resilient network.</p> <p>10/100 PoE+ Switch</p> <p>HP 3600-48-PoE+ v2 SI Switch (J6307C) HP 3600-24-PoE+ v2 SI Switch (J6306C)</p> <p>10/100 switches</p> <p>HP 3600-48 v2 SI Switch (J6305B) HP 3600-24 v2 SI Switch (J6304B)</p>	<div> <div>  Cisco Campus </div> <div>  FastTrack </div> </div> <h3>HP 2915 Switch Series</h3> <p>Fully managed Basic Layer 3, 8-port Gigabit Ethernet switches with static IP and IRF routing capabilities and two additional dual-personality Gigabit Ethernet ports for copper or SFP connectivity.</p> <p>10/100/1000 PoE Switch</p> <p>HP 2915-8-PoE Switch (J9552A)</p>	<div> <div>  Cisco Campus </div> <div>  FastTrack </div> </div> <h3>HP 2615 Switch Series</h3> <p>Fully managed Basic Layer 3, 8-port Fast Ethernet switches with static IP and IRF routing capabilities and two additional dual-personality Gigabit Ethernet ports for copper or SFP connectivity.</p> <p>10/100 PoE Switch</p> <p>HP 2615-8-PoE Switch (J9555A)</p>	<div> <div>  Cisco Campus </div> <div>  FastTrack </div> </div> <h3>HP 2615 Switch Series</h3> <p>Fully managed Basic Layer 3, 8-port Fast Ethernet switches with static IP and IRF routing capabilities and two additional dual-personality Gigabit Ethernet ports for copper or SFP connectivity.</p> <p>10/100 PoE Switch</p> <p>HP 2615-8-PoE Switch (J9555A)</p>

HP MSR Series

HP MSR Series Application Platform (OAP) with VMware vSphere Server and HP Advanced Services v2 Module

The HP MSR OAP with VMware vSphere Series Modules for the MSR30 Series, MSR50 Series, MSR300 Series, and MSR4000 Series router family, and the HP Advanced Services v2 Modules for the S40/S20/S20 Series switch family, considerable circuit network, storage, compute resources, and VMware virtualization infrastructure to lower total cost of ownership with reduced rack space, power, cabling, and cooling.

- HP MSR OAP with VMware vSphere FIC Module (56333A)
- HP MSR OAP with VMware vSphere MM Module (56332A)
- HP Advanced Services v2 v1 Module with HDD (H8574A)
- HP Advanced Services v2 v1 Module with SSD (J9558A)



HP Networking UC&C

Microsoft Lync Solutions*

- HP A110 IP Phone (J79554A)
 - A Microsoft Lync optimized common area phone.
- HP A110 IP Phone (J79568A)
 - A Microsoft Lync optimized knowledge worker phone.
- HP MSR Large Survivable Branch Communication FIC Module powered by Microsoft Lync (56350A)
- HP MSR Small Survivable Branch Communication MM Module powered by Microsoft Lync (56357A)
- HP MSR Medium Survivable Branch Communication MM Module powered by Microsoft Lync (56358A)
- Microsoft Lync UCaaS qualified Enhanced PoE Gateway

Available for Cisco-terminated VoIP Gateways

*Not available for DWG-based MSR routers; CWL2 support is planned.

[illegible][illegible]

Access Device Series


The HP 417 802.11n Unified Wireless Access Point integrates wired and wireless connectivity into a low-profile design that can be quickly installed in a standard wall outlet box. It provides one GbE uplink port, three 100BASE-T Ethernet ports, an 802.11n high wireless access point, and a pass-through RJ-45 connection to support a range of service and connectivity options. The walljack is managed by the unified controllers.

HP 417 Single Radio 802.11n (AM) Unified Wired-WLAN Walljack (J5971A)
HP 417 Single Radio 802.11n (WW) Unified Wired-WLAN Walljack (J5972A)
HP 417 Single Radio 802.11n (AM) 20-watt Eco-pack Unified Wired-WLAN Walljack (J5973A)
HP 417 Single Radio 802.11n (WW) 20-watt Eco-pack Unified Wired-WLAN Walljack (J5974A)

HP 501 Wireless Client Bridge Series

Allows Ethernet and serial devices with no native wireless support to securely connect to a WLAN IEEE 802.11a/b/g/n WLAN.

HP 501 Wireless Client Bridge (J9935A)



Point Series

Delivers high performance wireless networking for small businesses. These access points support standalone operation or "clustering" of up to 16 M430 APs.

HP M330 Dual Radio 802.11ac (AM) AP (JL062A)
HP M330 Dual Radio 802.11ac (SP) Access Point (JL064A)
HP M330 Dual Radio 802.11ac (WW) Access Point (JL063A)

Point Series

These access points are dual-band, single-radio devices supporting high-speed wireless networking at 5 GHz or 2.4 GHz. They can run standalone or can be "clustered" for simplified administration of up to 16 M220 access points.

HP M220 802.11n Access Point (AM) (J9798A)
HP M220 802.11n Access Point (WW) (J9799A)

Point Series

These access points are dual-band, single-radio devices supporting high-speed wireless networking at 5 GHz or 2.4 GHz. They can run standalone or can be "clustered" for simplified administration of up to four M210 access points.

HP M210 802.11n (AM) Access Point (JL023A)
HP M210 802.11n (WW) Access Point (JL024A)

HP Cloud-Managed Networking Series

HP Cloud Network Manager provides a pay-as-you-go cloud service model that simplifies day-to-day operations of HP Cloud-Managed access points and eliminates the need for on-site IT.

HP CNM 1 Year-LTU (JL020A)E
HP CNM 3 Year-LTU (JL021A)E

HP Cloud-Managed 802.11ac Dual Radio Access Point Series

HP Cloud-Managed 802.11ac Dual Radio Access Point Series brings 3x faster connectivity and faster application performance to support dense client environments and video applications. Built-in application awareness and motion-aware roaming enhance the mobile user experience and ensure optimal application performance.

HP 355 Cloud-Managed Dual Radio 802.11ac (WW) Access Point (JL015A)
HP 365 Cloud-Managed Dual Radio 802.11ac (US) Access Point (JL016A)
HP 365 Cloud-Managed Dual Radio 802.11ac (SP) Access Point (JL069A)

HP Cloud-Managed 802.11n Dual Radio Access Point Series

These dual radio APs offer 3x3 MIMO technology with three spatial streams and support 450 Mbps per radio.

HP 355 Cloud-Managed Dual Radio 802.11n (WW) Access Point (JL013A)
HP 355 Cloud-Managed Dual Radio 802.11n (US) Access Point (JL014A)
HP 355 Cloud-Managed Dual Radio 802.11n (SP) Access Point (JL068A)

These dual radio APs offer 3x3 MIMO technology with two spatial streams and support 300 Mbps per radio.

HP 350 Cloud-Managed Dual Radio 802.11n (WW) Access Point (JL011A)
HP 350 Cloud-Managed Dual Radio 802.11n (US) Access Point (JL012A)
HP 350 Cloud-Managed Dual Radio 802.11n (SP) Access Point (JL067A)

Wireless Security and Planning Series

Highly scalable wireless network management (IEEE 802.11a/b/g/n access) and site planning software support the network and users from unauthorized wireless access.

HP RF Planner (J9400A)
HP RF Manager for VMware with 50-sensor E-LTU (J9838AAE)
HP HSMMS RF Security Sensor (J9522A)
(Requires HP RF Manager)
HP Manager Advanced Wireless IPS License (J9544A)

FlexFabric/FlexCanvas	HP J2500 Switch Series HP FlexFabric J2515 Switch Chassis (J6632A) Up to 78x 1U modules; 38x4 x40GBE ports • 10x 100GbE ports • 16 8G module slots • 6 fabric module slots • 2 management module slots • 12 power supply slots	HP J2500A / DC Switch Series (J6634AJC655A) Up to 78x 1U modules; 64 x 40GbE ports; 16 x 100GbE ports • 4 open module slots • 4 fabric module slots • 2 management module slots • 6 power supply slots	HP J5004 Switch Chassis (JC613A) Up to 64 x 10GbE ports; 192 x 10/100/1000 ports • 4 open module slots • 4 fabric module slots • 2 management module slots • 4 power supply slots
	HP FlexFabric J2510 Switch Chassis (J6618A) Up to 48x 1U modules; 240 x 40GbE ports; 40x 100GbE ports • 10 open module slots • 4 fabric module slots • 2 management module slots • 8 power supply slots	HP FlexFabric J2510S Switch Chassis (J6609A) Up to 38x 1U modules; 192 x 10/100GbE-T; 84 x 40GbE ports, and 16 x 100GbE ports • 4 fabric module slots • 2 management module slots • 6 power supply slots	HP J7500 Switch Series
	HP FlexFabric J2510 TAA Switch Chassis (JH131A) Up to 48x 1U modules; 240 x 40GbE ports; 40x 100GbE ports • 10 open module slots • 4 fabric module slots • 2 management module slots • 8 power supply slots	HP FlexFabric J7500 Switch Series	HP J7510 Switch Chassis (JZ328B) Up to 84 x 10GbE ports; 480 x 10/100/1000 ports • 10 open module slots • 2 fabric module slots • 2 power supply slots
	HP J2500 Switch Series	HP FlexFabric J7504 Switch Chassis (J6628A) Up to 96x 10GbE ports; 48 x 40GbE ports • integrated fabric and management module • 2 power supply slots	HP J7505 S-Witch Chassis (JZ241B) Up to 52 x 10GbE ports; 288 x 10/100/1000 ports • 4 vertical open module slots • 2 fabric module slots • 2 power supply slots
	HP J2510 Switch Series	HP FlexFabric J7510 Switch Chassis (J6628A) Up to 420 x 10GbE ports; 120 x 40GbE ports • 2 options for the Fabric/NOC processing unit • 10 open module slots • 4 power supply slots	HP J7505 Switch Chassis (JZ329B) Up to 52 x 10GbE ports; 288 x 10/100/1000 ports • 4 open module slots • 2 fabric module slots • 2 power supply slots
FlexFabric/FlexCanvas	HP J2515B or DC Switch Chassis (JF43C/JK63A) Up to 108x 1U modules; 288 x 40GbE ports; 72 x 100GbE ports • 18 open module slots • 3 fabric module slots • 2 management module slots • 12 power supply slots	HP J1050 Switch Series	HP J7503 Switch Chassis (JZ402B) Up to 28 x 10GbE ports; 144 x 10/100/1000 ports • 3 open module slots • 2 fabric module slots • 2 power supply slots
	HP FlexFabric J2512BE AC/DC Switch Chassis (JZ52B/J733A) Up to 84x 1U modules; 288 x 40GbE ports; 72 x 100GbE ports • 8 fabric module slots • 3 fabric module slots • 16 power supply slots	HP J10512 Switch Chassis (JZ48A) Up to 576 x 10GbE ports; 576 x 10/100/1000 ports • 12 open module slots • 4 fabric module slots • 2 management module slots • 6 power supply slots	HP J7510 Switch with 4-Port Gig-T PoE Modules and 7680Ports GTP-J5000A) Up to 84 x 10GbE ports; 480 x 10/100/1000 ports • 8 open module slots • 1 open fabric module slot • 2 power supply slots
	HP J2508 AC Switch Chassis (JF43C/JK62A) Up to 84 x 10GbE ports; 128 x 40GbE ports; 3 x 100GbE ports • 8 open module slots • 3 fabric module slots • 2 management module slots • 6 power supply slots	HP J1050B-S Switch Chassis (JC611A) Up to 128 x 10GbE ports; 384 x 10/100/1000 ports • 4 open module slots • 4 fabric module slots • 2 management module slots • 6 power supply slots	HP J7506 Switch with 4-Port Gig-T PoE Modules and 3840Ports MPMU with 2 XFP ports (J5048A) Up to 84 x 10GbE ports; 288 x 10/100/1000 ports • 4 open module slots • 1 open fabric module slot • 2 power supply slots
	HP FlexFabric J2508AC DC Switch Chassis (JZ52B/J733A) Up to 84x 1U modules; 128 x 40GbE ports; 32 x 100GbE ports • 8 open module slots • 3 fabric module slots • 2 management module slots • 6 power supply slots	HP J1050B Switch Chassis (JC612A) Up to 32 x 10GbE ports; 384 x 10/100/1000 ports • 4 open module slots • 4 fabric module slots • 2 management module slots • 6 power supply slots	HP J7503 Switch with 4-Port Gig-T PoE Module and 3840Ports GTPMU with 2 XFP ports (J5074A) Up to 28 x 10GbE ports; 144 x 10/100/1000 ports • 2 open module slots • 1 open fabric module slots • 2 power supply slots

[illegible][illegible]

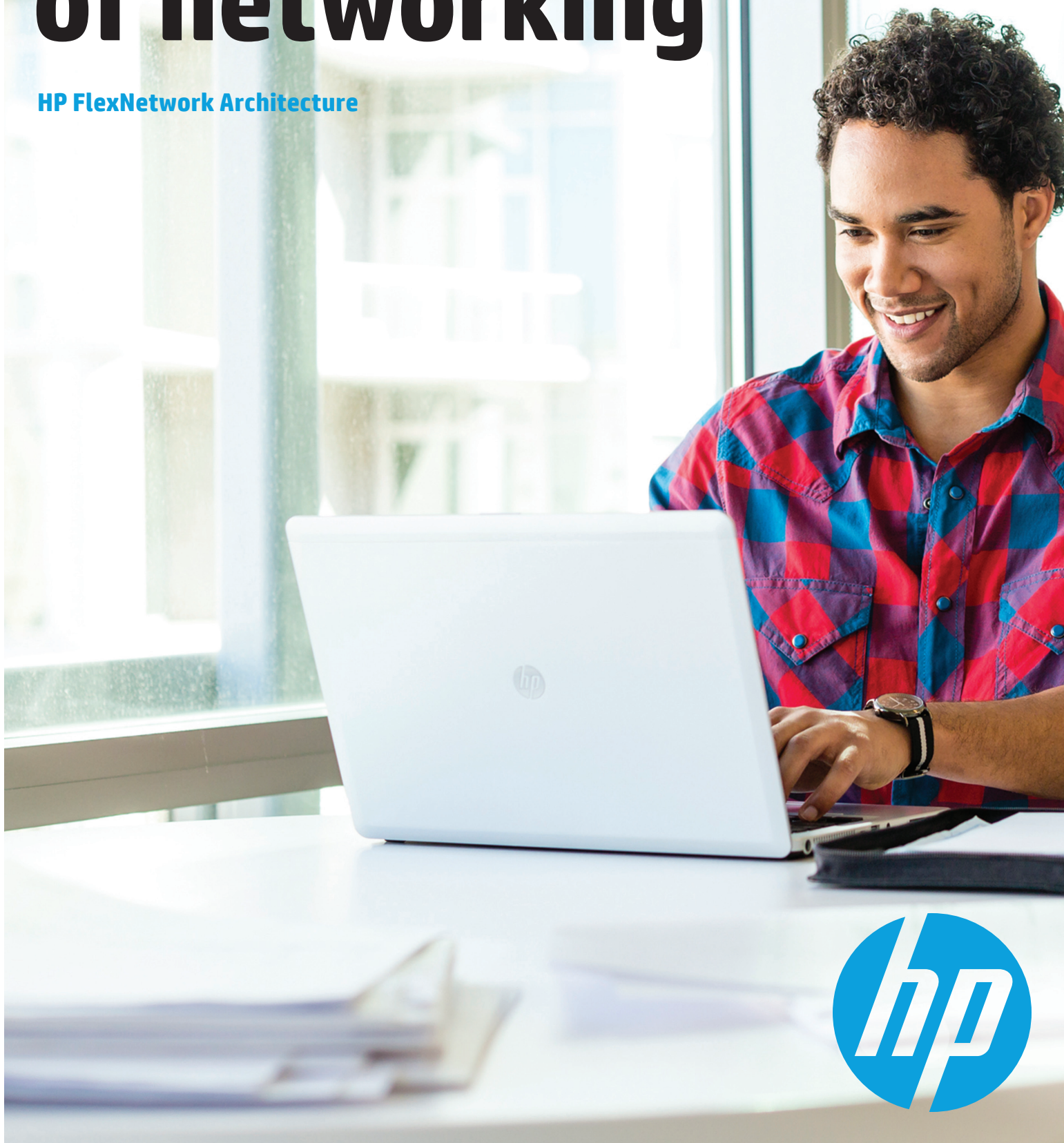
Unmanaged			Smart Managed		Managed Layer 2	Managed Basic Layer 3				Managed Layer 3				
Ports	Small office	Small business	Basic	Advanced		L3 Static Rts with 18F Stacking	L3 Static Rts with 10G + 18F Stacking	L3 Static Rts/RIP with 10G	L3 Static Rts/RIP with 10G + Stacking	L3 with Multicast	L3 with Multicast with Meshed Stacking	L3 with Multicast with 18F Stacking		
96-Port														
48-Port PoE			 HP 1820-48G-PoE+ (370W) Switch (U9984A)	 HP 1920-48G-PoE+ (370W) Switch (UG928A)	 				 		 	 	 	
24-Port PoE				  	 				 	 		 		
10-Port PoE				  										
48-Port			  	 	 					 		 	 	
24-Port		 	 	 	 		 			  		 		

										Managed Layer 3																					
16-Port																		Ports		L3 with Multicast		L3 with Multicast with IRF Stacking									
																		+ 32-port													
8-Port and 5-Port		 				 		 										24-Port and 14-Port													
																		32-port													
																		Modular													
Unmanaged						Smart Managed		Managed Layer 2				Managed Basic Layer 3						Managed Layer 3													
Ports	Small office		Small business		Basic		Advanced				L3 Static Rts		L3 Static Rts/RIP		L3 Static Rts/RIP with IGMP		L3 Static Rts/RIP with IRF Stacking				L3 with Multicast with IRF Stacking										
48-Port PoE																															
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16-Port																															
8-Port and 5-Port	 								 																						
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Brochure

Change the rules of networking

HP FlexNetwork Architecture



Simplifying and orchestrating the network for performance

Innovation is driving unprecedented change. Social media, cloud, mobility, and Big Data are redefining how IT is purchased and consumed. High-definition video, rich-media collaboration tools, and cloud computing are reinventing how businesses—and people—work. Enterprises that harness these innovations are able to drive business advantage and build new opportunities in the global marketplace.

Bring your own device (BYOD), Big Data, mobility, and the other trends have significantly increased the amount of traffic on the network, as workers access applications and content from anywhere to stay productive.

For many consumers, smartphones and tablets are fast replacing PCs as the default computing device. This is causing a shift from fixed to wireless networks as the preferred way to connect. Organizations are also competing to address this rapidly growing consumer segment with a slew of services that provide a rich-media experience based on video and interactive collaboration.

By 2018, more than half of all traffic from mobile-connected devices (almost 17 exabytes) will be offloaded to the fixed network by means of Wi-Fi devices and femtocells each month. Without Wi-Fi and femtocell offload, total mobile data traffic would grow at a CAGR of 65 percent between 2013 and 2018 (12-fold growth), instead of the projected CAGR of 61 percent (11-fold growth).¹

Through 2018, the growing variety of devices, computing styles, user contexts, and interaction paradigms will make “everything everywhere” strategies unachievable. The unexpected consequence of bring your own device (BYOD) programs may double or even triple the size of the mobile workforce.²

Mobile network connection speeds more than doubled in 2013. Globally, the average mobile network downstream speed in 2013 was 1,387 kilobits per second (Kb/s), up from 526 Kb/s in 2012.

Network traffic levels are exploding. Legacy networks, with their decade-old architecture, will be crushed by the onslaught of applications, virtualization, and rich media. Conventional three-tier data center networks cannot meet the security, agility, and performance requirements of virtualized cloud computing environments. The legacy three-tier network architecture is constrained by oversubscription, low bandwidth, and high latency—the exact opposite of what video collaboration requires.

Many enterprises that have deployed networks to address the increase in wireless traffic have experienced disappointing results with their existing WLAN deployments, because of a poor user experience and a network that doesn't scale to meet the demand for mobility. The embrace of smartphones and tablets at work also challenges the traditional models for identity management and security that allow access based on a network port, rather than a user's identity. Keeping the lights on in IT is costly.

The outrageously high cost of IT operations due to legacy network limitations is sapping businesses' ability to invest in innovative new services and products that can result in market differentiation and competitive advantage.

Much of this waste can be attributed to IT infrastructure that doesn't change with the business. They become fragile, difficult to manage, vulnerable, and expensive to operate. The legacy networks architected to meet application traffic patterns that were common years ago is not scalable, flexible, and agile and is ill equipped to meet the dynamic requirements of mobility, cloud, service-oriented architectures (SOA), virtual machine mobility, and multimedia.

¹ cisco.com/c/en/us/solutions/collateral/service-provider/visual-networking-index-vni/white_paper_c11-520862.pdf

² networkworld.com/news/2013/100813-gartner-predictions-274636.html

Management tools for this now outdated and fragile architecture have grown organically too and are most often a mix of disaggregated tools that control vendor-specific infrastructure. Third-party tools too do not meet the expectation of having a single point of control for the network. IT departments have resorted to command-line interface and scripting as the best alternative for network management.

Many have invested in third-party management tools to address the complexity and have been stuck with a fractured control that drives up cost and introduces risk in an era of increasingly sophisticated threats and expanding regulations. Few companies can afford a security misstep.

While many enterprises have chosen a single-vendor network solution, they have found that networks built on proprietary protocols ultimately limit choice and business agility. Proprietary architectures make organizations subservient to the vendor's priorities, rather than to their own business priorities.

Open networks are the way forward as we look toward the cloud. Enterprises need a network that can easily move applications and services to the cloud in a seamless, open, and multivendor way.

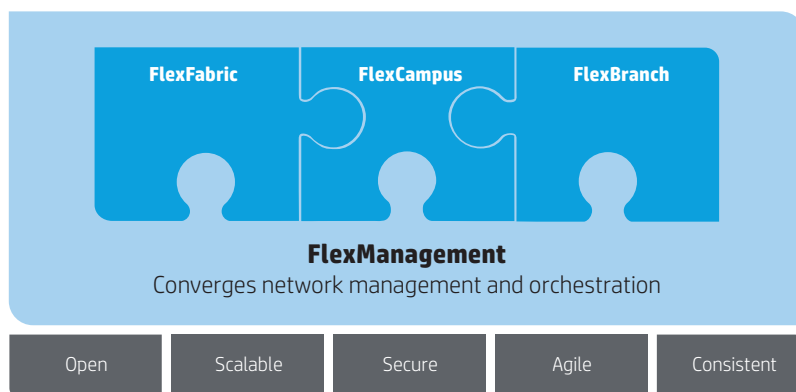
Software-defined networking is where many of the manual “human middleware” interventions required for provisioning are either minimized or eliminated. It features a programmable, open, and unified interface across the data center to deliver dynamic and rapid deployment of applications, based on load and business demand. It is extensible to third-party technologies.

Segmenting the network into modular building blocks

Industry analysts predict that these trends—SOAs, server virtualization, video and collaboration, and widespread mobility—will bring legacy networks to a breaking point if proactive steps are not taken to prepare. Networks must be designed to meet the unique requirements of the data center, corporate campus, and branch office. By segmenting their networks, enterprises can more easily align business initiatives with the underlying network requirements.

Enterprises can create functional building blocks to meet the requirements of the specific application or business service. With this segmentation of functional building blocks, businesses can choose best-in-class solutions that fit their needs, rather than being locked into a one-size-fits-all solution. And by using standard protocols at the boundaries, businesses can enable interoperability among the network segments and gain both agility and scale.

Figure 1: HP FlexNetwork Architecture



An architectural blueprint for flexibility

The HP FlexNetwork Architecture and its functional building blocks (refer figure 1) are key components of the HP Converged Infrastructure. The HP FlexNetwork Architecture delivers simplicity with a unified and consistent standards-based architecture. Enterprises can align their networks with their business needs—even as they change—by segmenting their networks into four interrelated modular building blocks that comprise the HP FlexNetwork Architecture:

FlexFabric, FlexCampus, FlexBranch, and FlexManagement.

FlexManagement converges network management and orchestration. **FlexFabric** converges and secures the data center network with compute and storage. **FlexCampus** converges wired and wireless networks to deliver media-optimized, secure, identity-based access. And **FlexBranch** converges network functionality and services for simplicity in the branch office.

The HP FlexNetwork Architecture is designed to allow IT to manage these different network segments through a single-pane-of-glass management application, HP Intelligent Management Center (IMC). And because the FlexNetwork Architecture is based on open standards, enterprises have the freedom to choose the best-in-class solution for their businesses.

Enterprises deploying private clouds must implement flatter, simpler data center networks to support the bandwidth-intensive, delay-sensitive server-to-server virtual machine and workload traffic flows that are associated with cloud computing. They must also be able to administer and secure virtual resources and orchestrate on-demand services. FlexNetwork helps enterprises securely deploy and centrally orchestrate video, cloud, and mobile-optimized architectures that scale from the data center to the network edge. Furthermore, Virtual Application Networks (VAN) automate network operations using our industry-leading software-defined network (SDN) technology to deliver the agility required for business to create or change cloud functionality in minutes, rather than months.

Watch the HP Networking overview video to learn more: hp.com/videos/overview

Benefits of the HP FlexNetwork Architecture

The HP FlexNetwork Architecture delivers five primary benefits:

1. The FlexNetwork Architecture is an open and standards-based solution.

At HP, we believe that proprietary protocols and non-standard protocol implementations limit your freedom to choose, which ultimately restricts business agility and drives up costs.

With an open, standards-based solution, enterprises can migrate their networks from legacy architectures to advanced flexible architectures, so they can meet contemporary business challenges, including cloud computing, federated or unified applications, virtual machine mobility, high-performance mobile access, unified communications multimedia, and video. Organizations can choose best-in-class solutions that will meet their business needs. Using open, industry-standard protocol implementations mitigate the risk and cost of change when the network needs to adapt to new business requirements. And using open networks would make it simpler for enterprises to move their applications to public and private cloud services.

2. The FlexNetwork Architecture scales on three dimensions—functionality, connectivity, and capacity.

Long gone are the times when a small business meant limited capacity or functionality. Often enough, large organizations have sophisticated needs in connectivity and capacity, but require the basics in other parts of their networks. One-size-fits-all solutions really don't fit very well, and enterprises end up paying for functionality they don't need and often don't get the scale they require.

In contrast, HP offers network solutions for organizations of any size that scale from the most basic functionality to the most feature rich—from limited connectivity to multisite large-scale connectivity and from megabit to terabit capacity. This allows, for instance, operators of the largest networks to use basic functionality to lower costs for the volume of access switches they need, while operators of smaller networks can use feature-rich functionality to create a competitive advantage. However, businesses can continue to scale up in features, port count, and capacity without sacrificing performance or wasting capital along the way.

3. The FlexNetwork Architecture is secure.

The sophistication of attacks on vulnerabilities within operating systems and applications continues to rise; and one small misstep can result in theft of private corporate data, tarnish the corporate brand, and risk regulatory non-compliance. Enterprises must secure more applications and operating systems with the user and within the data center, campus, and branch.

The FlexNetwork Architecture gives organizations a consistent approach to securing all segments of the network—data center, campus, and branch. In the data center, the network security architecture addresses the needs of both physical and virtual compute platforms as well as public and private clouds.

In the campus and branch, the FlexNetwork Architecture delivers both perimeter security and interior protection. Network threats are mitigated at the very point of connectivity with user identity and network access controls. The architecture helps assure security from the data center to the edge through deep-packet inspection of the network traffic and comprehensive protection of the physical, virtual, and cloud infrastructure.

HP network security is based on industry-leading research from HP DV Labs. With over 1,500 global security researchers providing security intelligence around the clock, HP DV Labs automatically delivers Digital Vaccines or filters to install security appliances, without time-consuming human interaction. The HP FlexNetwork virtually helps eliminate downtime, disruption, and management of security threats from the user to the data center and cloud.

4. The FlexNetwork Architecture delivers agility.

Let's face it, proprietary protocols and multiple disjointed management tools make networks fragile. Simplifying data center and campus networks from legacy three tiers to optimized one- and two-tiered architectures increases performance and reduces latency. This also means simplifying planning and management, increasing scale and functionality, and lowering operational and capital cost.

Open standards and SOAs for management and orchestration change the rules as well. The use of standard protocols enable business agility, as IT staff can easily and efficiently make changes in existing networks as business needs change. Therefore, enterprises using SOA-based management and orchestration tools can unify them and create mash-ups to perform new functions.

Enterprises moving applications to the cloud will find that it is critical to have a network that can accommodate the move in a way that is open, heterogeneous, and federated. It is critical to allow users to securely, efficiently, and seamlessly connect to applications in the cloud, whether they're in remote offices, branch offices, or on the campus.

5. The FlexNetwork Architecture delivers a consistent operating experience.

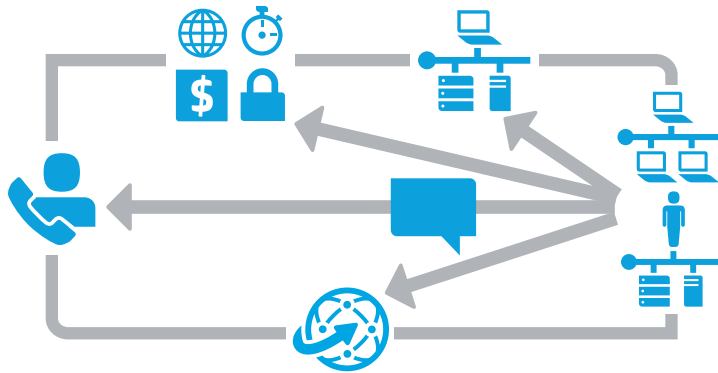
IT can put an end to swivel-chair management, where administrators are forced to use an array of different tools to manage the entire network. The FlexNetwork Architecture delivers single-pane-of-glass management. IT can use this single-pane-of-glass management application across all modular network building blocks—data center, campus, and branch—for a common operating environment. IT can manage the breadth of HP networking products and protocols, as well as over 2,600 network devices from more than 35 other manufacturers—with the same tool. As enterprises migrate to HP FlexNetwork solutions, they will have a single control point for both their HP and legacy networks.

Flexible management and orchestration

FlexManagement (refer figure 2), a core building block of the FlexNetwork Architecture, allows IT to gain new efficiencies and higher levels of control by converging network management and orchestration. Instead of turning to a collection of discrete network management tools, IT staff can use IMC for single-pane-of-glass management across heterogeneous networks. IMC provides full fault, configuration, accounting, performance, and security (FCAPS) management and scales easily from small to very large deployments. IMC bridges the gap between managing physical and virtual networks—which is a significant challenge—and also provides converged management for wired and wireless LAN management across the campus. IT can enforce consistent, identity-based security controls with a single system for both network access

control and identity management. And IT staff can use IMC to manage both their HP and legacy networks, providing greater flexibility. This gives enterprises the ability to manage over 6,000 network devices from 220 manufacturers, including Cisco.

Figure 2: HP FlexManagement: Intelligent Management Center



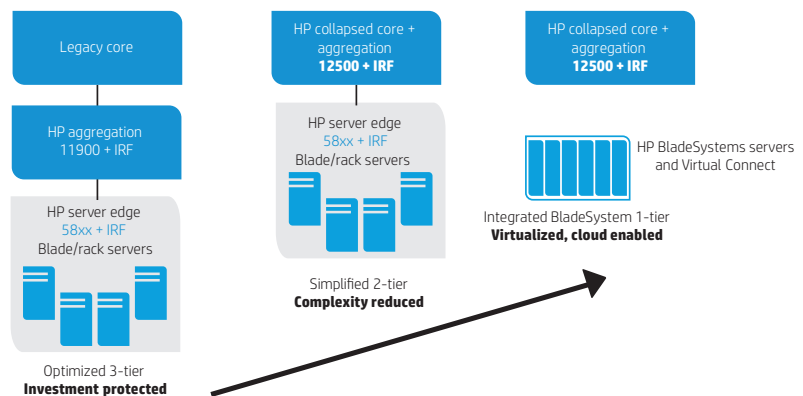
Watch the HP Intelligent Resilient Framework video to learn more: hp.com/videos/IRF

[Read the HP Networking IRF white paper](#)

Converged network and compute infrastructure

FlexFabric (refer figure 3), also a building block of the FlexNetwork Architecture, converges and secures the data center network with compute and storage. This, in turn, enables Converged Infrastructure with shared pools of interoperable resources. FlexFabric's advanced architecture is the only network solution that delivers optimized one- and two-tier networks—as well as integration with legacy three-tier networks—resulting in simplified and scalable switching, network security, and network services.

Figure 3: FlexFabric Switching Architecture



FlexFabric supports core switching from 10 Gigabit Ethernet (GbE) to 100GbE ready and supports access switching up to 40GbE that leverages industry-leading HP Virtual Connect technology. Integrated network security services include intrusion prevention and firewall.

Organizations can flatten their networks from a legacy three-tier architecture to an optimized single-tier network using the FlexFabric switching architecture. By doing away with the need for an aggregation layer, organizations can improve the performance of data center networks—simplifying virtual machine mobility, enabling virtual domain security, and federating applications that are based on SOA and Web services.

HP estimates that more than \$1 billion USD is spent annually on the aggregation layer of the data center network and that half the ports in a legacy three-tier network are used to interconnect switches. The three-tier architecture adds latency, which impedes performance, especially in environments where server-server or VM-VM traffic dominates. In addition to saving on capital expenses, a flatter network means fewer devices to power, cool, and manage.

[View the HP Networking Series Guide to learn about our expansive portfolio.](#)

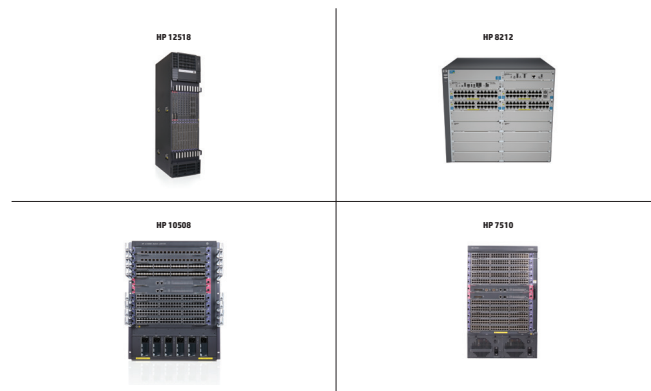
In addition, the Secure Virtual Framework delivers a single security architecture for the physical and virtual compute environments. Managing virtualized data centers is challenging for many IT organizations; but FlexManagement gives IT a way to control the sprawl. IT staff can use IMC to automatically discover virtual machines and virtual switches and map their relationship to the physical network. Administrators can also initiate and monitor virtual machine mobility with vMotion through IMC.

In addition, IMC provides a unified view of the physical and virtual network with easy-to-grasp status indicators for networks, workloads, and virtual machines, which allows IT to simplify operations and accelerate application and service delivery.

Moreover, IMC enables one-button cloud provisioning. It automatically synchronizes network connectivity information with Virtual Connect to automate the process of creating a server profile. With FlexFabric, organizations can segment their networks for different functional needs. The use of industry-standard protocols and protocol implementations at the boundaries of these networks enables interoperability among these segments.

Watch the SHI customer video: hp.com/videos/SHI

Figure 4: Mobility, virtualization, high-definition video, rich-media collaboration tools, and cloud computing are reinventing how businesses and people work.



Flexible campus networks

FlexCampus (refer figure 5), a modular building block of the FlexNetwork Architecture, allows enterprises to converge and secure wired and wireless LANs to deliver consistent, video-optimized, and identity-based network access.

FlexCampus is based on an advanced two-tier architecture that improves the performance of media-rich collaboration applications by reducing latency and accelerating network throughput as a whole. As with the data center network segment, simplifying the campus network by eliminating the distribution layer improves performance, simplifies the network, and cuts cost. Half of the ports in a legacy three-tier architecture are used to interconnect switches; and the architecture, along with the use of Spanning Tree, impedes performance and network availability. Simplifying the network can reduce the number of discrete network elements to purchase, deploy, power, cool, and manage by up to 85 percent.

With the HP FlexNetwork Architecture, you are free to build your campus networks. You can support user requirements for flexibility and mobility, and design your data center, and access networks to meet those unique requirements. HP uses industry-standard protocols and protocol implementations at the boundaries of these network segments, which enables interoperability with the freedom to customize the network design to specific functional requirements.

Resources

FlexBranch: Transforming the branch experience

HP redefines network energy efficiency

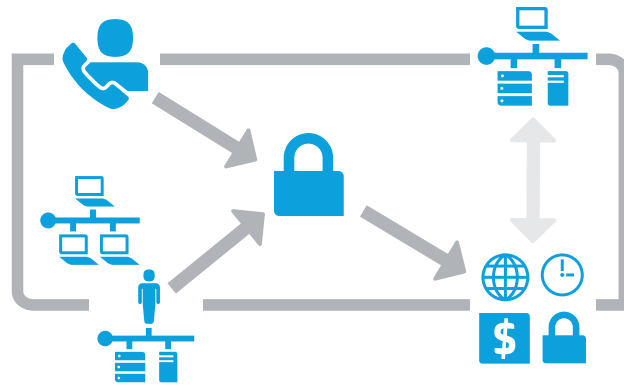
Performance validation for the high-performance campus

Assuring interoperability for heterogeneous networks

Customize your IT lifecycle management, from acquisition of new IT, management of existing assets, and removal of unneeded equipment
hp.com/go/hpfinancialservices

Developing solutions for major social and environmental challenges
hp.com/hpinfo/globalcitizenship

Figure 5: HP FlexCampus



Flexible branch office services

Enterprises can converge and secure their wired and wireless LAN services for greater simplicity and higher functionality with FlexBranch, a modular building block of the FlexNetwork Architecture. FlexBranch provides all of the necessary services to provide connectivity to branch offices for a headquarters-like user experience, while simplifying remote-site management. The architecture delivers WAN routing, branch-in-a-box services including switching, WLAN, and unified threat management, as well as AllianceONE partner-based services such as WAN optimization and survivable IP telephony gateway.

The FlexNetwork Architecture is designed to allow enterprises to segment their branch networks to deliver the necessary services, while providing open, industry-standard protocols and protocol implementation that allow interoperability with the campus and data center networks.

FlexNetwork: Changing the rules

Businesses leveraging mobility, corroboration, video, and other modern applications know their legacy networks will reach a breaking point. The HP FlexNetwork Architecture gives businesses a solution that adapts to business conditions and enables a new way to connect and collaborate. The FlexNetwork Architecture is the only consistent architecture across the data center, campus, and branch with single-pane-of-glass management. You can benefit from the open, standards-based approach that provides your business scalability, security, agility, and a consistent user experience.

Learn more at
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Brochure

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Zhengzhou University—China: Boosting speed and security for campus-wide communications

Customer statistics

- 58 percent of Global 100 companies use HP Networking products¹
- 48 percent of Global 100 companies use HP Networking wired and wireless products¹
- 52 percent of top global oil & gas companies use HP Networking products¹
- 40 percent of top global banking & financial institutions use HP Networking products¹
- 89 percent of top global automotive companies use HP Networking products¹
- 50 percent of Fortune 100 healthcare companies use HP Networking products²
- 75 percent of Fortune 100 telecommunications companies use HP campus LAN products²



¹ Forbes Global 100 list cross referenced with HP Networking customers, 2013.

² Forbes Fortune 500 list cross referenced with HP Networking customers, 2013.

Customer logos



Customer quotes



“Our network barely had a wireless presence before, and now it’s designed to handle up to 10,000 devices. It’s like we’ve gone from a Model T to a Ferrari in one year.”



“Eurovision Song Contest asked us to have a really robust and fast moving network. And we did that with Wi-Fi from HP.”



“...we have dramatically simplified daily network operations and administration.”



“The HP solution is scalable, flexible and installation of new access points is easy and takes less than an hour when needed.”



“...our information is now running at highway speeds”

Arena da Baixada Stadium—Brasil

Reliable Wi-Fi for 40,000+ soccer fans



Arena da Baixada Stadium

Business need

- Provide reliable Wi-Fi access to an expected 40,000+ attendees of a world soccer event at the stadium
- Design a high-density Wi-Fi network with the ability to support 20 percent concurrent sessions
- Complete installation with a very tight deadline caused by delays of the stadium construction
- Manage the network with a reliable and easy-to-use management platform

HP solution

- Implement HP Networking's converged campus solution that supports high-density environments
- Provide installation, configuration, and onsite support services through HP Technical Services
- Install HP Intelligent Management Center (IMC) to manage the unified network

Client outcome

- Completed installation of Wi-Fi network despite severe time constraints
- Delivered a highly reliable network with reports showing an average of 4,210 simultaneous users connected to the system per game and generating 20.9GbE of traffic per hour
- Built a wired and wireless network that would continue to support stadium visitors over the next 10 years

Delivering a highly reliable unified wired and wireless network that supported thousands without a glitch

“The HP Unified Wired and Wireless solution enabled the soccer fans at Arena da Baixada Stadium to seamlessly post photos, videos, and comments on all social media platforms using their smart phones and tablets.”

— Alexandre Tude, VP Latin America—LEMCON AMERICAS

Case study: [Arena da Baixada Stadium](#)

Clinton Public Schools—Mississippi, USA

Creating community through better district-wide networking technology



Clinton Public Schools

Business need

- Create online testing environment to meet Common Core State Standards Initiative
- Extend wired and wireless networking across the school district
- Support 1:1 technology initiative
- Accommodate explosion of portable-device traffic

HP solution

- Design a district-wide wireless network to meet national testing standards while empowering teachers and students with mobile technology

Client outcome

- Delivers scalable, high performance networking for 75 percent less than competitive solutions
- Expands wireless capacity from zero to more than 10,000 endpoints in one year
- Creates flexible, secure VLAN profile to accommodate special events
- Meets online testing standards ahead of deadline

Empowers teachers and students to learn, study, and test securely, while boosting campus security

“Our network barely had a wireless presence before, and now it’s designed to handle up to 10,000 devices. It’s like we’ve gone from a Model T to a Ferrari in one year.”

– **Kameron Ball, Director of Technology, Clinton Public Schools**

Case study: Clinton Public Schools

Eurovision Song Contest 2014—Denmark

6,000+ concurrent wireless users without a single failure



Eurovision Song Contest 2014

Business need

- Offer free Internet access to production teams, delegates, and audience in the former Copenhagen shipyard premises
- Ensure network and bandwidth stability for audience, press, production and delegates

HP solution

- Deploy HP Networking's converged campus solution with unified controllers in chassis switches and hundreds of APs with external antennas
- Implemented IMC to manage the wired and wireless network
- Offload to HP Technology Services to troubleshoot and monitor during the show

Client outcome

- Delivered high availability guest services via reliable, and scalable wired and wireless networks
- Eliminated weak spots and single-points-of-failure with redundancy through HP IRF technology
- Integrated wired and wireless network that is stable and uniform making it easy to manage
- Delivered a total band width of 250 Mbps including delegates, press, and production
- Delivered Internet access to more than 6000 concurrent users in high density environment

Delivering a unified network infrastructure that is robust and reliable

“Eurovision Song Contest asked us to have a really robust and fast moving network. And we did that with Wi-Fi from HP.”

— Kristian Krautwald, Director of Sales, TDC/NetDesign

Case study: [Eurovision Song Contest](#)

Video: [Eurovision Song Contest video](#)

Istanbul Kultur University—Turkey

Robust wireless access and a foundation for SDN with HP



Istanbul Kultur University

Business need

- Modernize network to deliver campus-wide wireless access
- Establish foundation for next-generation services such as Microsoft® Lync®
- Adopt advanced technologies to differentiate in competitive higher education market

HP solution

- Engage HP Partner Treo to implement the HP converged campus solution
- Implement SDN-ready solution comprising HP 2020 Switch Series, HP 560 and 425 Access Point Series, and HP Network Optimizer SDN Application for Microsoft Lync
- Rely on HP IMC to automate routine processes and centralize management of unified wired and wireless network

Client outcome

- Enhanced technology services for students, faculty, and staff through campus-wide wireless access
- Established cutting-edge SDN capabilities for advanced solutions such as Microsoft Lync
- Easily monitor and manage unified wireless and wired network
- Dynamically adjust quality of service for maximum performance
- Implemented new technologies to increase competitive advantage

Differentiating the teaching and learning experience with HP Networking solutions

“From one central console—IMC—we can now easily manage our wired and wireless network with just two staff members. With WSM, we can see connected users and statistics to gauge performance and keep service levels high... we have dramatically simplified daily network operations and administration.”

— Ender Ekici, Head of IT, Istanbul Kultur University

Case study: **Istanbul Kultur University**

Mercedes-Benz—Argentina

Faster access and better response times for 1,000+ users



Mercedes-Benz

Business need

- Address network failures and increasing volume of data
- Update network equipment that is nearing end-of-life
- Optimize the implementation of future restructuring plans
- Expand the wireless infrastructure

HP solution

- Replace aging equipment
- Unify wired and wireless architectures
- Optimize the network infrastructure to prepare for migration to a new operating system

Client outcome

- Substantially improved quality of service and response time
- Minimized network failures
- Increased network accessibility to meet growing demand and number of users
- Increased security of data access
- Laid the groundwork for addressing new projects over the next year

Future-proofs the network architecture, leading to a more robust, reliable, and unified infrastructure

“We saw HP as a valid alternative because we know that both our companies adhere to similar quality standards. Thanks to this project, our information is now running at highway speeds, enabling us to face the future of our IT environment with solid performance and strong support.”

— **Sven Barlsen, Senior Manager, Mercedes-Benz IT-Management**

Case study: [Mercedes Benz, Argentina](#)

Miami-Dade County—Florida, USA

Modernizing services with a creative spin on Networking-as-a-Service



Business need

- Modernize networking services to accommodate VoIP, PoE, and wireless functionality
- Standardize on a single network platform

HP solution

- Deploy HP Networking solutions in a continuous, five-year cycle to deliver highly available Network-as-a-Service to county departments

Client outcome

- Delivers exponentially faster software updates (minutes vs. days)
- Enables faster site deployments fourfold (1 day vs. 3–4 days)
- Boosts wireless coverage by 50 percent, adding guest network capabilities
- Modernizes telephony (VoIP vs. PBX) and adds communications flexibility

Miami-Dade County

Transforms IT into a revenue generator while speeding new services to county departments

“Some weeks, we bring up a new site each day, instead of spending several days on a single site. With HP standard in the access layer, it takes away all the guesswork.”

– Erick Gomez, Systems Support Manager for IT, Miami-Dade County

Case study: [Miami Dade County](#)

South Washington County Schools—Minnesota, MA

Redefining the network to support over 30,000 users



Business need

- Support tens of thousands of wireless users district-wide
- Improve security
- Cut costs and maximize use of resources
- Enable students and faculty to use their preferred mobile devices
- Support the latest learning trends: flipped classroom, 1-to-1 computing, BYOD

HP solution

- Implement HP Software-defined Networking solution
- Rely on HP IMC for single-pane-of-glass management
- Make network adjustments using an HP network controller

Client outcome

- Saved hundreds of thousands of dollars up-front and ongoing
- Enabled students and faculty to use their preferred devices
- Avoided restricting mobile growth
- Maintained 31-site wired and wireless network with one staff member
- Supported the latest learning trends
- Deployed HP SDN solution in less than an hour with IMC
- Conserved time and resources with IMC

**South Washington
County Schools**

Supporting exponential mobile growth while boosting security with HP Software-defined Networking

“As the sole person responsible for managing the sprawling district network infrastructure, I can attest that HP and SDN are the way forward in the rapidly changing and growing mobile environment.”

– **Jeff Dietsche, Systems and Infrastructure Manager, South Washington County Schools**

Case study: [South Washington County Schools](#) & watch [video](#)

Saint Paul School—Macau

Transforming classroom teaching with HP Networking solutions



Business need

- Design a campus-wide wired and wireless network to drive interactive learning for K-12 education
- Stabilize and speed network performance

HP solution

- Engage with HP to build a flexible, secure, network to empower the first collaborative education model in the region

Client outcome

- Delivers 99.999 percent network availability
- Accommodates 1,000 simultaneous logins with secure connections
- Simplifies network management with single-pane-of-glass view of network health
- Enables a new collaborative model of teaching and learning

Saint Paul School

Delivers 99.999 percent network availability while simplifying network management

“Our solution was not driven by one-size-fits-all education platforms but by the pedagogical and communication goals we want to achieve. To do this, we need a well-architected infrastructure that will support both wireless and wired networks securely and reliably for over 1,000 concurrent student users.”

— Manel Machado, Director of Academic Technology, Saint Paul School Macau

Case study: [Saint Paul School Macau](#)

TriviumMeulenbeltZorg—Netherlands

Upleveling patient care



Business need

- Empower caregivers and guests with patient information anywhere, anytime
- Spend more time with patients
- Improve quality of care
- Use government funds wisely
- Provide secure network to safeguard patient information

HP solution

- Work with HP Silver Partner ICT Spirit to implement the HP Converged Campus solution including 1000+ APs and deploy HP ElitePad 1000s for anytime, anywhere patient data entry and access

Client outcome

- Empowered nurses and doctors to spend more time with patients
- Improved quality of care
- Optimized use of government funds
- Deployed rock-solid, secure converged campus network
- Ensured 100 percent redundancy and availability

TriviumMeulenbeltZorg

Delivering anytime, anywhere access to real-time patient information

“With our HP Unified Wired and Wireless LAN and HP ElitePads, we have transformed the way employees care for clients and provided guests and clients with powerful new services that help improve the quality of healthcare.”

— Martyn Keyzer, ICT Manager, TMZ

Case study: **TMZ**

W Hotel Bangkok—Thailand

Meeting high-end guest expectations with a reliable and consistent network



Business need

- Provides fast, reliable, and flexible infrastructure for Wi-Fi access in guest rooms and public areas

HP solution

- HP Converged Campus solution with campus switches, Access Points, and wireless controllers

Client outcome

- Stable and reliable, with high quality support from local partner
- Low overall costs and high return on investment, due to competitive equipment price, simple management, and lifetime warranty
- Simple to set up more access points with new Wi-Fi hotspots in less than an hour
- Quick to install within a week—up to four times faster than typical comparable installations

Delivers a highly reliable network that was easy to install and manage

W Hotel

“The HP solution is scalable, flexible, and installation of new access points is easy and takes less than an hour when needed...we simply connect the equipment and it is ready to use, which means we can maintain the best Wi-Fi service, even when the requirements on the infrastructure increase.”

– Werachai Suwannarangsee, IT manager, W Hotel Bangkok

Case study: [The W Hotels](#)

West Thames College London—UK

Increasing network speeds tenfold at leading vocational college



Business need

- Provide state-of-the-art network connectivity which raises the college profile to make it more competitive in the higher education sector
- Deliver 100 percent wireless connectivity to improve educational standards and make life easier for both students and staff

HP solution

- Implemented 10GbE links to increase core network speed tenfold
- Introduced new authentication protocols to ensure network security for student and visitor devices
- Eliminated bottlenecks and removed aggregated links to simplify network management and improve availability

Client outcome

- Students and teachers see the benefit of superior wireless coverage, improved network quality, and performance
- School is better equipped to manage network security for students and visitors who come on campus and want wireless connectivity
- HP Networking limited lifetime warranty delivers excellent value for money

**Increase network availability and performance to achieve
100 percent wireless connectivity**

“HP Networking wired and wireless solutions...have both proved to be very stable so have not only made life easier for students and staff but have also raised the efficiency and effectiveness of the whole organization.”

— **Michael Michaelides, Head of IT Services, West Thames College**

**West Thames College
London**

Case study: West Thames College

Zhengzhou University—China

Boosting speed and security for campus-wide communications



Business need

- Design a campus-wide wired and wireless network to attract and retain doctoral and graduate students
- Boost performance and security of communications services

HP solution

- Engage with HP to connect and integrate multiple, disparate, campus networks to unify and simplify management

Client outcome

- Meets technical requirements of national Project 211 status for doctoral student training
- Extends network connectivity beyond the classroom to outdoor and common areas
- Accommodates 70,000 Internet connections daily
- Integrates with existing IPv4 networks while paving the way for IPv6

Accommodates 70,000 Internet connections daily for students, faculty and support staff

“HP Networking equipment offers us the ability to simplify our network structure while improving our authentication management, our security profile, and our performance levels.”

— Gao Jinfeng, IT Director, Zhengzhou University

Zhengzhou University

Case study: Zhengzhou University

HP Networking customer references

To request references and/or speak to a customer, contact: mary.gabra-tanious@hp.com and diane.fukuda@hp.com

Acquire a new IT solution, manage existing assets, or dispose of equipment that no longer meets your needs. hp.com/go/hpfinancialservices

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4AA5-4639ENW, February 2015





Connect. Communicate.
LEARN.

ADURAN[®]

ENABLE

"Delivering IT services and support is a constant challenge for CIOs, IT Managers, and Network

The Challenge of Technology in Education

Across the country, educators at all levels - from PreK-12 to higher education - are faced with an increasing number of technology challenges: mobile devices in classrooms, BYOD and e-textbook initiatives, cloud computing, unified communications, virtualization, and many more. At the same time, educators are being asked to do more with less, as the economic conditions are constraining education budgets. It is more important now than ever to focus on solutions that offer more impact at less cost. These solutions also need to enhance the learning environment and contribute to the advancement of technology in education.

At ADTRAN® we understand the challenges that educational institutions face daily. We are dedicated to providing innovative, yet cost-effective solutions that:

- Strengthen the campus backbone to support high-performance computing
- Enable district-wide wireless to support BYOD initiatives
- Upgrade the LAN to support e-textbooks, video streaming and online learning
- Improve staff productivity with unified communications
- Leverage existing cabling infrastructure to deliver Ethernet applications

ADTRAN's Fiber-to-the-dorm, Cloud Connectivity, Unified Communications and virtual Wireless LAN solutions power next generation networks, enabling educational institutions to Connect, Communicate and Learn.

The American Reinvestment and Recovery Act

The presidential focus on education and the initiatives defined in the American Recovery and Reinvestment Act (ARRA) is fueling support and funding for improvements in the U.S. education system. This act provides a stimulus package appropriating reimbursement incentives directly to qualifying schools and school systems for a number of improvement and quality measurement directives. These directives include the use of technology for promoting learning, and improving teaching and student education outcomes.

Investing in advanced IT systems can help prepare your student population to take advantage of the most advanced applications of the 21st century. This is critical to help the U.S. continue to compete in a global economy where smartphones, tablets, laptops, e-readers, social media, the Internet, and other technologies are the cornerstone of communication for our next-generation workforce. Teaching students to harness and utilize technology in a meaningful, ethical, and beneficial manner for the advancement of business and society are powerful new requirements for educators in today's world.

ADTRAN can help you face the challenges ahead, harness the power of the stimulus package, and invest in technologies today that will cut costs now and offer savings and efficiencies that will carry you into the future, successfully.

in a school or university
Administrators.

– School Technology Action Report (STAR)





"Building the infrastructure

– National Education Technology Trends:
State Educational Technology
Directors Association (SETDA)

21st century education environment requires a technology that includes access to devices and sufficient broadband.”

Next-generation Networks:
The Key to a New Education Model

Technology helps break down geographic barriers and facilitates global communications for interaction and learning. Technology that provides an enhanced learning environment with mobile devices, e-textbooks, social media, and video streaming can bring the classroom alive and allow students and teachers to collaborate globally — without ever leaving the classroom.

ADTRAN offers everything an educational institution needs to improve the academic experience, enhance teacher credentials, and interconnect a wide range of systems that enable wireless in the classroom, multimedia instruction, online courses, blended learning, telepresence, and unified communications. These solutions help enable campuses to share content and material universally, online or through blended learning and through video and audio collaboration. The solutions also provide a platform for collaboration between campuses, across districts, and multiple geographic locations. ADTRAN is the ideal network equipment solution provider to help you advance learning through next-generation networking while keeping spending in check.

Technology Benefits:
In the Classroom and Beyond

A cost-effective, high-performance, secure network is key to successfully implementing effective technology applications that create a more meaningful learning environment. Implementation of new technology can facilitate secure, cost- and timesaving information exchange, and help create new learning curriculums and distance learning programs. Other benefits include providing ubiquitous wireless access to support anytime, anywhere connectivity in K-12 classrooms and higher education facilities, such as dorms or other campus locations; and improving the learning environment as a result of freeing up resources.

Deploying Ethernet and IP-based network solutions that offer converged voice and data improves operational efficiencies, facilitates safer security policies, and creates immediate cost savings by eliminating redundant phone lines. With Unified Communications, schools and school districts can centralize communications and create a more effective two-way interaction between educators, students and parents. Upgrading the core network infrastructure of schools or the university campus backbone can help drive a richer, interactive learning experience with greater availability of online content and electronic learning tools. These tools not only create an engaging learning experience, they also help prepare this generation for the future in an increasingly competitive and technologically advanced society.

INNOVATE

VALUE

“Ultimately, the goal is to deliver by making strategic investments in people and technology”

Affordability: ADTRAN Helps You Do More with Less

In challenging economic times, ADTRAN understands that you have to be strategic in your IT spending decisions. If you are eligible, E-Rate can provide discounts to assist most schools and libraries in the U.S. to obtain affordable telecommunications services and Internet access. ADTRAN products qualify for E-Rate funding under the Internal Connection category of service. You will find that ADTRAN products are well known in the industry for inherently offering exceptional value, beyond pricing. In short, ADTRAN offers education providers of all sizes a broad range of secure, converged voice and data network communications solutions that provide highspeed connectivity, advanced functionality, and inherent security.

ADTRAN's products also simplify integration into your existing environment. Whether that's integrating into your existing PBX environment for unified communications, or extending Ethernet applications' reach over CAT3 or legacy copper cabling, or leveraging existing access points to deliver wireless access in the classroom, ADTRAN solutions offer a “blend and extend” approach to transition your existing network infrastructure to next-generation networks.

ADTRAN also provides an industry-leading warranty (five years to limited lifetime) and world-class support allowing you to utilize your IT funds for items that move your network into the future, not just maintain your existing equipment.

Our extensive network of partners are ready to help you design, implement, and maintain a network solution that will bring value to the business of education while keeping costs in line.

ADTRAN: Your Partner for Advanced Networking Infrastructure

With more than 20-years experience, ADTRAN is a networking partner you can trust. ADTRAN is in the business of helping educational institutions like yours integrate networking into daily business operations in a meaningful and cost-effective manner. ADTRAN solutions are robust and offer the functionality that you require today, with room for the expansion and integration of future applications, users, and locations.

Unique to ADTRAN is the level of high-touch support provided not only after product installation, but before and during the decision and evaluation process. With this combination of innovation and customer support, ADTRAN consistently delivers award-winning networking solutions you can trust to enable advanced, real-world applications.

high-quality education

– *School Technology Action Report (STAR)*

ADTRAN is ready to help you move your network infrastructure into the 21st century. For more information, visit [**adtran.com/sled**](http://adtran.com/sled)





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NetVanta Ethernet Switches



Flexible, innovative switching solutions.

ADTRAN® provides a full line of powerful switching solutions for all your network needs. With ADTRAN's award-winning and innovative NetVanta® Ethernet switches, routers, Virtual Private Networking (VPN), wireless, and IP telephony products, it is easy to find a quality solution to meet your specific requirements for IP business communications.

Our portfolio of business-class switching solutions is perfect for Small- and Medium-sized Businesses (SMBs) or multi-site enterprise networks. These solutions address today's highest networking priorities, from bandwidth expansion to network security.

You can select from a full range of products, including multiservice and fixed-port routers with Ethernet switching, as well as, Fast Ethernet, Power over Ethernet (PoE), and Gigabit Ethernet switches.

■ Bandwidth Expansion

ADTRAN offers a breadth of products from Fast and Gigabit Ethernet switches to integrated switch-router platforms with security and wireless access. Switching products range in port count from 24 to 48 ports and from Fast to Gigabit platforms to accommodate your network's most bandwidth-intensive applications.

■ VoIP Migration

NetVanta switching solutions make it easy to transition your network to accommodate Voice over IP (VoIP) applications. ADTRAN's Ethernet switching solutions are VoIP-ready with 802.3af, 802.3at and Legacy PoE, Quality of Service (QoS), and Class of Service (CoS). Robust multiservice

routers with on-board switching also provide a unique, cost-effective Wide Area Network/Local Area Network (WAN/LAN) solution for all-in-one SMB networking.

■ Network Security

The NetVanta Series of Ethernet Switches provides various lines of defense against common security threats. Denial of Service (DoS) protection identifies and blocks common network attacks. Desktop security audit utilizes DHCP in conjunction with Microsoft Network Access Protection (NAP) protocol to monitor the health of client computers and ensure that systems connected to the network are using appropriate corporate policies, such as firewall and antivirus settings. Security audit is an ADTRAN Operating System (AOS) feature that

identifies possible vulnerabilities to network security. The security portfolio features support for 802.1Q trunking for Virtual LANs (VLANs) to allow network managers to segregate traffic, and enhance networking performance.

■ Power Conservation

As networks continue the transition to all-IP architectures, and the demand for bandwidth continues to increase, the need for energy-efficient power consumption and "green" technologies will hold an even greater role. NetVanta Switches offer several ways to conserve on power. They efficiently deploy only the needed power to a device and also offer the ability to schedule a port to be activated and deactivated based on time-of-day. This conserves on power usage and utility costs.

Innovative ActivReach™ and ActivChassis Switching Technology from ADTRAN

ADTRAN's innovative ActivReach technology unlocks the power of Ethernet delivering 10/100 Mbps full-duplex connectivity over all grades of wiring—CAT5/6, CAT3 or even legacy copper, at distances up to 1,600 feet.

ADTRAN's ActivChassis stacking technology brings the power of chassis-switches in a cost-effective, build-as-you-grow model allowing stacking and centralized management of up to eight Gigabit switches as a single, logical switch, with the flexibility to manage switches spread across wiring closets up to 6 miles (10 km) apart within a campus.

Powerful switching solutions for all your networking needs.

Fast Ethernet and Gigabit Ethernet Switches

The NetVanta Series of Ethernet Switches includes full-featured, managed, Layer 3-lite and full Layer 3, Fast Ethernet, Gigabit Ethernet, and PoE switches. The NetVanta Fast Ethernet series offers 24-48 ports, as well as Gigabit uplink ports for stacking and optional PoE. The NetVanta series of Gigabit Ethernet Switches supports bandwidth-hungry applications such as, Gigabit-to-the-desktop, video streaming, 802.11n Wi-Fi, and large file transfers. The Gigabit series is available from 24 to 48 ports and features up to four 16 Gigabit uplink capabilities to support multi-floor, campus aggregation and core switching needs of SMEs. Business-class features, flexible management, and a favorable price point set these switches apart from all other switches in their category.

Multiservice Routers

Delivering greater throughput, the NetVanta 3448, NetVanta 3458 and NetVanta 1335 Multiservice Access Routers offer a variety of networking functionalities wrapped into a single chassis. These VoIP-ready, all-in-one routers include a modular WAN interface, IP router, PoE switch (Layer 2 or Layer 3), firewall, and VPN. In addition to the convenience and ease-of-use of a single platform, these multi-function routers contribute to a reduced Total Cost of Ownership (TCO).

World-Class Support

ADTRAN's products are backed by our award-winning ProServicesSM for complete lifecycle support, from planning through implementation to ongoing support and management. The ProServices portfolio includes standard solutions with per product pricing as well as custom ProServices for meeting unique customer requirements—delivering the technical services to ensure deployment and ongoing support of a high-performance network.

Wireless Access Points

Wi-Fi[®] your NetVanta network with the NetVanta 160 or NetVanta 161 dual-radio 802.11n APs that provide 2x300 Mbps throughput and advanced security features like 802.1x authentication, WPA/WPA2, and the disabling of SSID broadcasts. Through the use of VAPs, these wireless products have the ability to segment a wireless network securely. These business-class wireless products are perfect for the corporate environment in need of a secure, integrated WLAN solution.



NetVanta Switches

Fast Ethernet Switches	6
Gigabit Ethernet (GigE) Switches	8
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VoIP made easy.

The NetVanta 1200 Series is part of a family of full-featured, managed, Layer 3 Lite Fast Ethernet, and PoE switches. There are many compelling reasons to implement a NetVanta switching solution as part of your networking plan.

VoIP-ready

The NetVanta 1200 Series includes full-featured, managed, Layer 3 Lite Fast Ethernet switches. The NetVanta 1234 offers 24-ports Fast Ethernet and the NetVanta 1238 features 48-ports. Each switch comes with Gigabit uplink ports and optional PoE. Designed for fast, secure LAN switching, the NetVanta 1200 Series supports robust QoS features, and Link Layer Discovery Protocol-Media Endpoint Discovery (LLDP-MED) making NetVanta switches ideal for use with VoIP applications. The business-class features, flexible management, and a favorable price point set these switches apart from all others in their category.

Intelligent Switching

The NetVanta Series of switches offers advanced switching features—starting with intelligent power management. The power conservation feature has the ability to power down devices when not in use.

In addition to providing energy efficiency, this feature also turns off IP phones and APs after business hours to minimize security risks. To aid in troubleshooting, an intelligent cable diagnostics feature identifies cable length and detects shorts or opens in Ethernet cables.

Affordability for SMBs

NetVanta switching solutions offer a low initial investment, coupled with simplified installation, configuration and management without sacrificing functionality or reliability. NetVanta switching solutions significantly lower TCO and improve Return on Investment (ROI). These full-featured solutions are priced free of hidden charges, such as mandatory maintenance agreements and costly firmware downloads. In addition, they are backed by a limited lifetime warranty and unlimited toll-free technical support.



NetVanta 1234

- 24-port, managed, Layer 3 Lite Fast Ethernet switch
- 2 Gigabit ports for uplinks
- 2 enhanced 2.5 Gbps SFPs for high-speed connectivity
- Non-blocking switching capacity up to 18.8 Gbps
- 1U, 19-inch rackmount metal enclosure



NetVanta 1234P

- 24-port, managed, Layer 3 Lite Fast Ethernet switch
- 2 Gigabit ports for uplinks
- 2 enhanced 2.5 Gbps SFPs for high-speed connectivity
- Non-blocking switching capacity up to 18.8 Gbps
- 802.3af and Legacy PoE
- 1U, 19-inch rackmount metal enclosure

ADTRAN's NetVanta family of voice and data networking solutions is designed specifically to meet the needs of the value-driven SMB by providing a reliable, easy-to-use, business-class product at an SMB-friendly price point.



ADTRAN NetVanta products are VoIP-Ready! Inherent QoS functionality supports Voice over IP needs!



NetVanta Fast Ethernet Switches At-A-Glance

- Full-featured, managed, Layer 3 Lite, Fast Ethernet, and Power over Ethernet switches
- Interoperable in established, multi-vendor networks
- Up to 23.6 Gbps switching capacity, non-blocking
- Gigabit SFP/1000Base-T uplink capability
- Link Aggregation
- MAC-based port security
- 802.1Q tagged and port-based VLANs
- LLDP/LLDP-MED for easy IP phone configuration
- Wi-Fi Access Controller for centralized management of NetVanta APs
- Cable diagnostics detects shorts or opens in Ethernet cables
- Port Scheduler for power saving and increased security
- Feature-rich AOS
- Easily recognizable Command Line Interface (CLI)
- Intuitive Web-based Graphical User Interface (GUI)
- Limited lifetime warranty
- Next business day advance replacement



NetVanta 1238

- 48-port, managed, Layer 3 Lite Fast Ethernet switch
- 2 Gigabit ports for uplinks
- 2 enhanced 2.5 Gbps SFPs for high-speed connectivity
- Non-blocking switching capacity up to 23.6 Gbps
- 1U, 19-inch rackmount metal enclosure

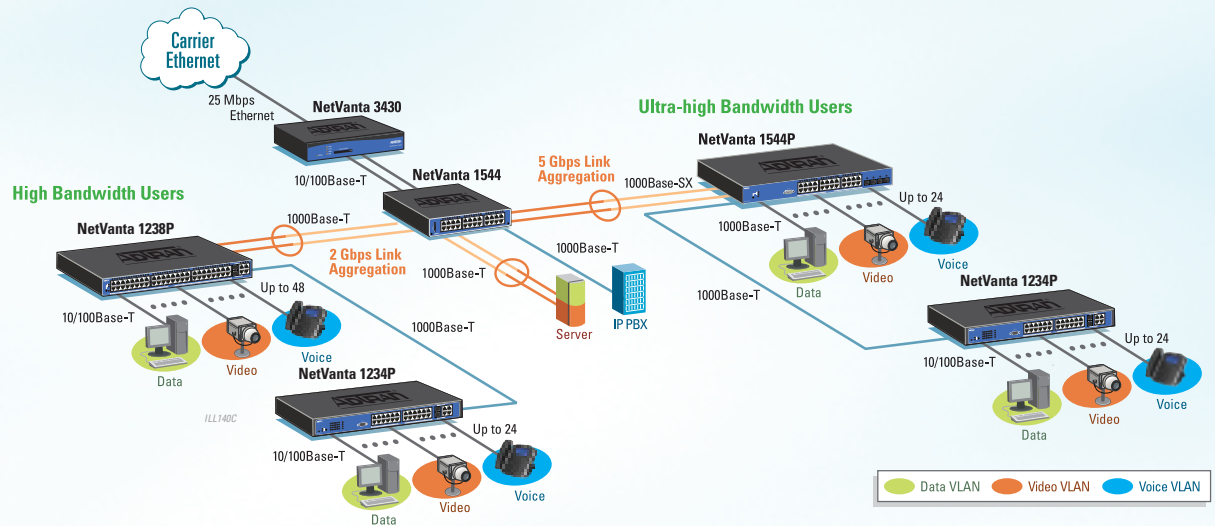


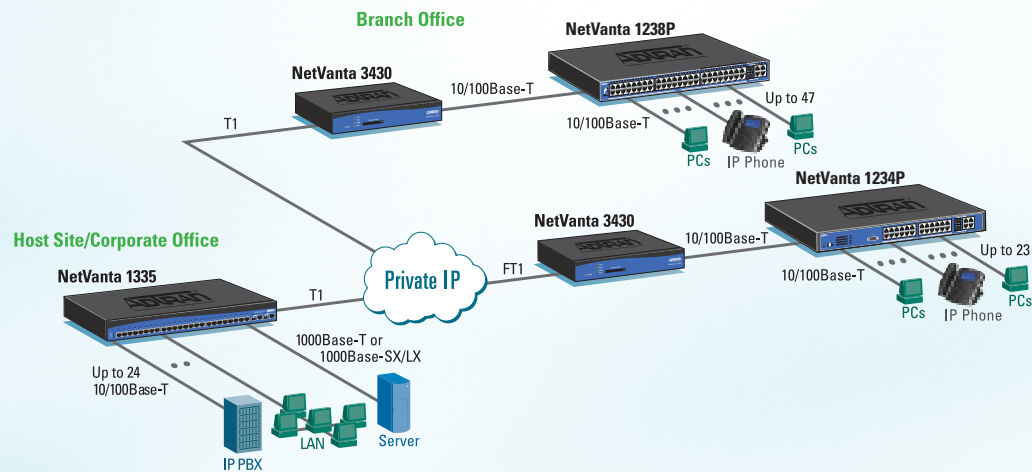
NetVanta 1238P

- 48-port, managed, Layer 3 Lite Fast Ethernet switch
- 2 Gigabit ports for uplinks
- 2 enhanced 2.5 Gbps SFPs for high-speed connectivity
- Non-blocking switching capacity up to 23.6 Gbps
- 802.3af and Legacy PoE
- 1U, 19-inch rackmount metal enclosure

VLAN Switching and Inter-VLAN Routing

NetVanta switches provide managed switching features, like 802.1Q VLANs and VLAN trunking. VLANs provide logical segmentation of the network adding security and the separation of broadcast domains, which improves overall network performance. NetVanta switches can use the Gigabit Ethernet ports for uplink capability using 1000Base-T or optical connections using the Small Form factor Pluggable (SFP) modules for single- or multimode fiber applications. In addition, these Gigabit ports can be used for VLAN trunking to an upstream switch, link redundancy or to connect high-speed ports on servers or other devices.





PoE and QoS for VoIP Networks

NetVanta Ethernet switches and multiservice routers provide PoE and QoS functionality for VoIP networks. QoS ensures network managers have the ability to prioritize delay-sensitive or mission-critical traffic and control network congestion. NetVanta 1200 Series Switches support Layer 2 802.1p CoS, and DiffServ while Weighted Round Robin (WRR) and Strict Priority Queuing are used for traffic prioritization. At Layer 3, NetVanta Multiservice Routers support bandwidth shaping, DiffServ marking and Class-based Weighted Fair or Low Latency Queuing.

Powerful, Business-class Switching Solutions

The NetVanta 1500 and 1600 series Gigabit Ethernet (GigE) switches are a family of full-featured, multi-layer, PoE, aggregation and stackable switches that deliver affordable, high-capacity switching. Perfect for use in branch offices, SMBs, and multi-site networks of all sizes, these switches are ideal for campus applications, Gigabit-to-the-desktop deployments, switch aggregation, or core switching, and offer optional PoE.

Bandwidth Intensive Applications

The NetVanta Series of Gigabit Ethernet switches provides higher bandwidth to corporate and branch office LANs in support of today's most bandwidth intensive applications. These switches are perfect for new installations or network upgrades. The NetVanta 1630s are managed, 48-port, Layer 3, GigE switches featuring up to four 16 Gigabit links for a total of 128 Gbps of bi-directional traffic when in ActivChassis stacking mode (stack up to eight switches) for distribution or campus backbone applications. The NetVanta 1544 and NetVanta 1544P are managed, 28-port, Layer 3, GigE switches designed as access layer or distribution switches for small to medium

enterprises. All NetVanta Gigabit switches are ideal as aggregation switches for high-bandwidth video, Gigabit-to-the-Desktop deployments, Wi-Fi and data network. Optional PoE supports 802.3af, 802.3at and Legacy PoE. The NetVanta 1544F switch features all SFP fiber ports.

Aggregation Switching

With a flexible line of Gigabit NetVanta products, ADTRAN offers an all-ADTRAN solution for the small-to-medium enterprise network. The Layer 3 switching capability of these products offers wire-speed routing between VLANs allowing for fast transmission of IP traffic between access layer switches.

Campus Networks

Fiber Optics extends the reach beyond the 100 meter limitation often associated with copper switchport interfaces. The NetVanta 1544F is an all-Fiber solution, extending the reach and offering redundancy, with virtual router redundancy protocol (VRRP) between buildings in campus environments or between wiring closets. The SFP ports support up to 2.5 Gbps per interface increasing throughput between NetVanta switches.



NetVanta 1131 RPS/EPS

- Redundant and Extended Power Supply for NetVanta Gigabit switches
- Redundant Power for up to three NetVanta switches
- Backup PoE budget power (NetVanta PoE switches)
- Supplemental PoE budget power (NetVanta 1638P)
- 1U, half-width form factor



NetVanta 1534 and NetVanta 1534P

- 28-port, managed, Layer 3 Lite Gigabit Ethernet switch
- 24 – 1 Gbps copper and two – 1 Gbps, 2-2.5 Gbps SFP module slots for optical connections
- 62 Gbps Non-blocking switching capacity
- Optional backup power supply and supplemental PoE
- 1U, half-width (NetVanta 1534)
- 1U, 19-inch rackmount metal enclosure (NetVanta 1534P)
- 802.3af, 802.3at and Legacy PoE (NetVanta 1534P)



NetVanta 1544 and NetVanta 1544P

- 28-port, managed, Layer 3 Gigabit Ethernet switch
- 24 – 1 Gbps copper and four – 2.5 Gbps SFP module slots for optical connections
- 68 Gbps non-blocking switching capacity
- Optional backup power supply and supplemental PoE
- 1U, half-width (NetVanta 1544)
- 1U, 19-inch rackmount metal enclosure (NetVanta 1544P)
- 802.3af, 802.3at and Legacy PoE (NetVanta 1544P)

ActivChassis Stacking

For many organizations adding additional switches and managing multiple switch stacks spread across wiring closets is cumbersome, and can introduce configuration errors. ADTRAN's innovative, feature-rich ActivChassis technology brings chassis-switch capability and resiliency in a build-as-you grow model. ActivChassis technology, now available on the NetVanta 1600 series Gigabit switches, allows:

- Stacking and management of up to eight Gigabit switches as single, logical switch
- Simplifies management of switch stacks spread across wiring closets up to 6 miles apart (10 km)
- Boosts backplane capacity up to 128 Gbps
- Enhances network redundancy and availability to ensure a high-performance, always-on network.



NetVanta 1544F

- 28-port, managed, Layer 3 Fiber Optics Gigabit Ethernet switch
- 24 – 1 Gbps optical SFP module slots and four – 2.5 Gbps optical SFP module slots
- 68 Gbps non-blocking switching capacity
- 1U, 19-inch rackmount metal enclosure



NetVanta 1638 and NetVanta 1638P

- 48-port, managed, Layer 3 GigE Switch
- Two high-speed interface slots provide up to four 10-Gigabit uplink or four 16G stacking ports
- 224 Gbps non-blocking switching capacity
- Optional backup power supply and supplemental PoE
- Advanced Stacking capability with ActivChassis
- 1U, 19-inch rackmount metal enclosure
- 802.3af, 802.3at and Legacy PoE (NetVanta 1638P)

NetVanta GigE Switch Solutions

- Full-featured, managed Layer 3, PoE, and Gigabit Ethernet switches
- Interoperable in established, multi-vendor networks
- Up to 224 Gbps switching capacity, non-blocking
- Advanced stacking capability with ActivChassis (NetVanta 1638/1638P)
- 10 Gigabit and Gigabit SFP/1000Base-T uplink capability
- Link Aggregation
- Desktop Security Audit, DOS, and DHCP Network Forensics
- MAC-based port security
- 802.1Q tagged and port-based VLANs
- LLDP/LLDP-MED for easy IP phone configuration
- Wi-Fi Access Controller for centralized management of NetVanta APs
- Cable and SFP diagnostics
- Port Scheduler for power saving and increased security
- Intuitive Web-based GUI
- Recognizable CLI
- Limited lifetime warranty
- Next business day advance replacement



ADTRAN NetVanta 1544 Named "2010 Internet Telephony Product of the Year" by TMC

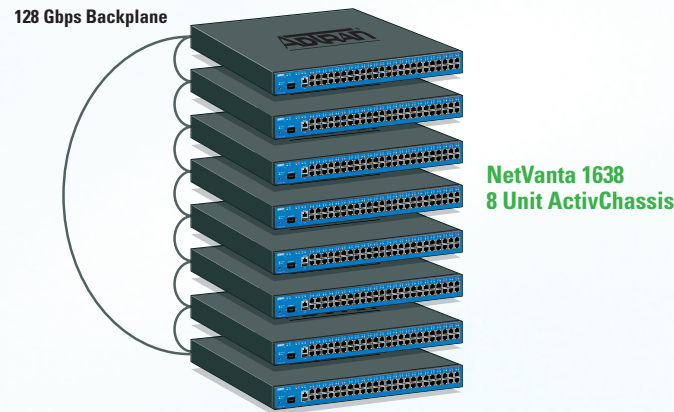
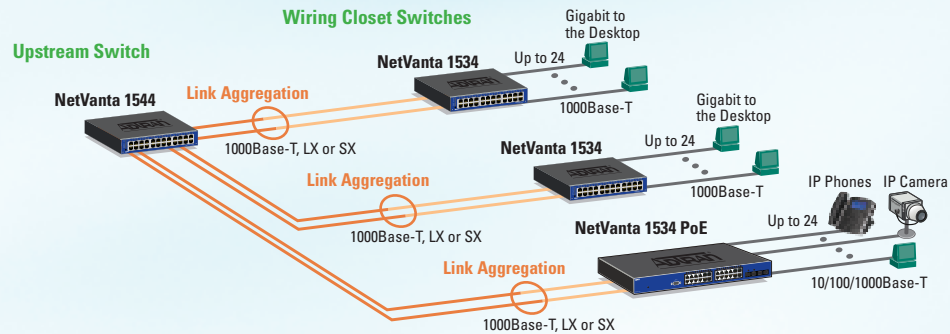
NetVanta Gigabit Ethernet Solutions

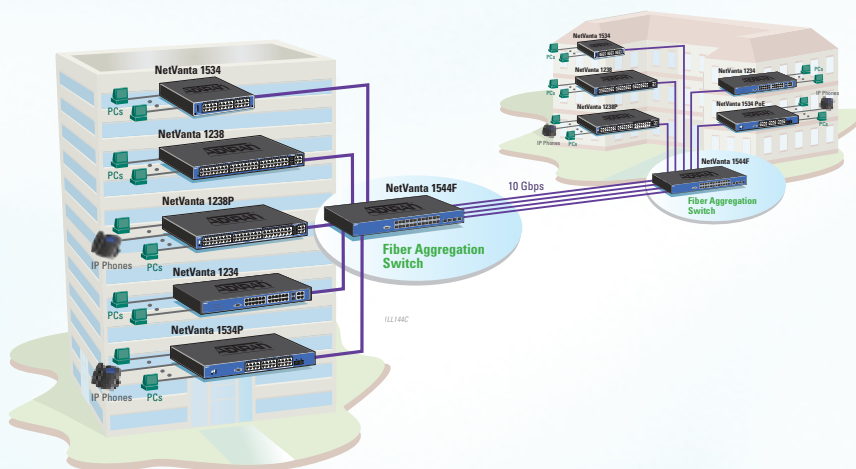
Affordable Gigabit-the-desktop Deployments

The NetVanta 1534 Gigabit Ethernet Switch is ideal for affordable higher bandwidth and Gigabit-to-the-desktop deployments. Link aggregation provides additional bandwidth for connectivity to upstream or core switches. Ideal for new installations or network upgrades, these switches can provide higher bandwidth for corporate and branch office LANs to support today's most bandwidth-intensive applications. The NetVanta 1534 also offers PoE functionality for VoIP, Wi-Fi, and other PoE applications.

Increased Backplane Capacity

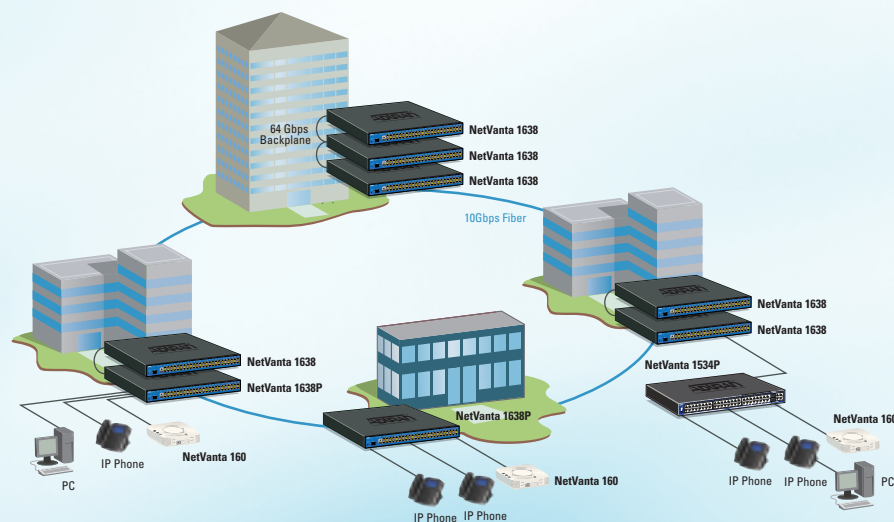
Today's business applications and the proliferation of wireless devices exacerbates the need to maximize throughput between devices, as well as ensure data availability at all times and for all users. When the NetVanta 1600 Dual Stacking XIMs are used to construct ActivChassis configurations, the 10 Gbps local stacking ports are automatically boosted to 16 Gbps of uni-directional throughput. This equates to 32 Gbps for a single port and a total of 128 Gbps when using both option modules on the NetVanta 1600 series switches. The result is an extremely efficient switching backplane that is fully capable of meeting the demands of high bandwidth business applications.





Fiber Optic Aggregation Switching

With the reach of Fiber Optics, distances beyond 100 meters are now supported for switch aggregation. This allows for direct connectivity between floors to a central switch as well as providing connectivity between buildings for campus network aggregation. The NetVanta 1544F offers flexible connectivity options supporting 1 Gbps of bandwidth on the 24 SFP slots. Four 2.5 Gbps SFP uplink ports may be used for link aggregation (up to 10 Gbps) between NetVanta 1544 units. This solution offers wire-speed switching performance with flexible connectivity options.



Manage Switches Across Multiple Wiring Closets

ActivChassis allows centralized management of physically-dispersed NetVanta 1600 series switches utilizing a single IP address and a single configuration file. Now administrators can connect and manage NetVanta 1638/1638P switch stacks spread across multiple wiring closets at distances up to 6 miles (10,000 meters) as a single, logical switch.

Unlock the Power of Ethernet with ActivReach

Many older office buildings, schools, retail stores, hotels, hospitals and distribution facilities rely solely on CAT3 or voice-grade cabling infrastructure for their legacy phone systems. Traditionally, businesses have been forced to run new cable to access cutting edge Ethernet services. However, with new cabling upgrade costs running at hundreds of dollars per drop, this option becomes cost-prohibitive for many companies—until now. ADTRAN now introduces ActivReach, an innovative technology that breaks down these barriers, and unlocks the true power of Ethernet. ActivReach, currently available on the NetVanta 1235P and 1535P Ethernet switches allow businesses around the world to utilize their existing wiring infrastructure (CAT5/6, CAT3 or Legacy Copper) to deliver 10/100 Mbps Ethernet and PoE up to 1,600 feet (488 meters).

VoIP over Voice-Grade Wiring

When businesses decide to upgrade their voice infrastructure from analog or digital hand-sets to Voice over IP (VoIP), many considerations must be made. For many businesses, the risk of a converged voice and data network is simply too great and IT managers are forced to run new cable to enable VoIP and cutting-edge UC. ActivReach provides the ability to deliver 10/100 Mbps Ethernet and PoE at distances up to 1,600 feet (488 meters), taking advantage of the existing cable plant infrastructure to deliver flawless voice quality over longer distances without impacting the existing data network.



NetVanta 1235P with ActivReach

- 28-port managed Layer 3-Lite Fast Ethernet Switch
- 24-10/100Base-T or ActivReach and four SFP optical ports
- 10/100 Mbps data and PoE over CAT5, CAT3 or legacy copper at distances up to 1,600 ft (ActivReach or Standard Ethernet)
- Non-blocking switching capacity up to 18.8 Gbps
- 1U-high, rackmountable metal enclosure
- 802.3af (PoE), Legacy PoE, and PoE over ActivReach

Support Extended Reach Endpoints

With network installations, it is not uncommon to come across situations that require cabling longer than the 328 feet (100 meters) supported by standard IEEE Ethernet today. Having only one or two of these types of endpoints hardly justifies the cost of additional switching infrastructure. With ActivReach, businesses can connect extended reach endpoints up to a distance of 1,600 feet (488 meters) delivering 10/100 Mbps throughput and PoE. Now, distance runs to support individual workstations or IP security cameras or wireless access points becomes possible.



NetVanta 1535P with ActivReach

- 28-port managed Layer 3 Lite GigE Switch
- 24 10/100/1000Base-T or ActivReach and four SFP optical ports
- 10/100 Mbps data and PoE over CAT3 or legacy copper up to 1,600 ft (ActivReach mode) or 10/100/1000 Mbps up to 328 ft (Standard Ethernet mode)

Seamless Migration to Gigabit

The NetVanta 1535P is a true Layer 3 Lite Gigabit switch, which provides the ability to deploy a converged voice and data network over existing CAT3 cabling in addition to providing an easy upgrade path to Gigabit networking speeds without the need to change the hardware. Each Ethernet port can be configured for ActivReach Ethernet speeds of 10/100 Mbps or standard IEEE 10/100/1000Base-T Ethernet. Therefore, infrastructure upgrades can be performed incrementally and the same switch port—previously configured for ActivReach— can be configured to provide Gigabit networking speeds over standard IEEE Ethernet once new cabling is put in place, thereby maximizing TCO.

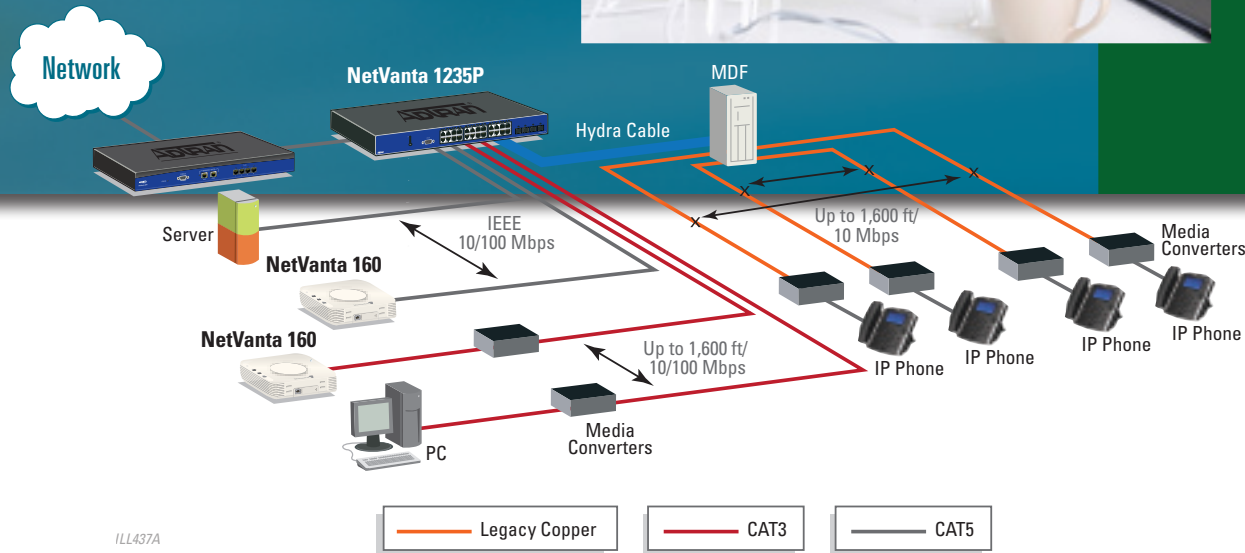
- Non-blocking switching capacity up to 62 Gbps
- 1U-high, rackmountable metal enclosure
- 802.3af (PoE), Legacy PoE, and PoE over ActivReach

“ActivReach Ethernet technology unleashes the power of Ethernet, supporting bi-directional networking speeds of up to 100 Mbps, and PoE over all grades of wiring: CAT3, CAT5, or CAT6—providing the ability to deploy a complete solution for voice and desktop connectivity”



NetVanta Switches with ActivReach Ethernet

- 24 port multi-layer, Fast Ethernet and Gigabit switches
- Data connectivity of 10/100 Mbps over one, two, or four pair of voice-grade cabling (ActivReach mode)
- Data connectivity of 10/100/1000 Mbps over CAT5 and higher-grade cabling (Standard Ethernet)
- Extended reach at distances up to 1,600 ft
- 802.3af (PoE), Legacy PoE, and PoE over ActivReach Ethernet
- Non-blocking switching capacity up to 62 Gbps (NetVanta 1535P)
- Line rate Layer 3 Lite capabilities
- VoIP ready with LLDP/LLDPMED and voice VLANs
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- iSCSI optimized for Storage Area Networks (SANs) solutions (NetVanta 1535P)



Multiple networking functions—a single box solution.

The NetVanta Series of Multiservice Routers provides affordable, all-in-one connectivity by offering a variety of networking functions wrapped into a single, compact device. These integrated, versatile platforms are capable of solving a multitude of switching challenges. These products are perfect for bandwidth-intensive applications like VoIP or for reliable, corporate LAN/WAN connectivity and Internet access.

The Power of Integration

With the integration of multiple networking functions, NetVanta all-in-one routing platforms perform services such as switching, IP routing, firewall, VPN, as well as Wi-Fi control in a single platform. These platforms are modular in nature and can accommodate a wealth of WAN interfaces depending on your connection needs. These integrated solutions simplify installation, configuration and troubleshooting, reducing the number of devices to be managed, all while eliminating excess cabling costs.

The Speed of Layer 3 and the Integration of Wi-Fi

The NetVanta 1335 integrates a modular IP access router, 24-port PoE Layer 3 switch, firewall, VPN appliance, and wireless access control in an all-in-one compact platform. NetVanta 160 and 161 APs support rates up to 300 Mbps and offer a full suite of business-class security needs like WPA/WPA2, 802.1x user authentication, and VAPs, the equivalent of wireless, VLANs.

Performance and Flexibility

The NetVanta 3448 is the perfect high-performance, versatile solution for smaller network switching needs. The NetVanta 3448 features a fully managed, non-blocking, eight-port PoE switch. It can power any 802.3af compliant PoE device, including IP Phones, APs, or security cameras. Compact and economical, it delivers high-performance throughput with ADTRAN's *RapidRoute™* technology for bandwidth-intensive applications.



NetVanta 3448 and 3448P

- Multiservice router with integral 8-port, Layer 2 Ethernet switch
- CompactFlash® slot for configuration files, auto provisioning, and firmware
- Native content filtering or Websense® integration
- VQM for MOS, jitter, delay and packet loss statistics
- 802.3af PoE switch (NetVanta 3448 PoE)



NetVanta 3458 and 3458P

- Multiservice router supporting up to four T1s with integral 8-port, Layer 2 Ethernet switching
- CompactFlash slot for configuration files, auto provisioning, and firmware
- Native content filtering or Websense integration
- VQM for MOS, jitter, delay and packet loss statistics
- 802.3af PoE switch (NetVanta 3458 PoE)



NetVanta 1335 and 1335P

- Multiservice router with integral 24-port, Layer 3 Ethernet switch
- Dual Gigabit/SFP module slots for uplink or stacking
- CompactFlash slot for configuration files, auto provisioning, and firmware
- Cable diagnostics to identify an open or short per twisted pair
- VQM for MOS, jitter, delay and packet loss statistics
- 802.3af PoE switch (NetVanta 1335 PoE)



Voice Quality Monitoring reduces the time and pain of troubleshooting by monitoring trends within the network, including: MOS, jitter, delay, and packet loss.



NetVanta Multiservice Solutions

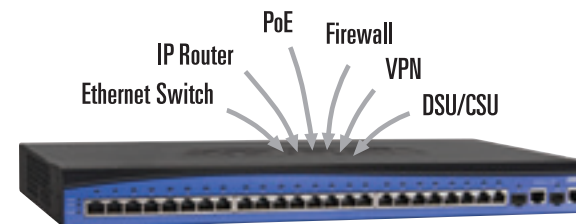
- Modular all-in-one platforms supporting an Ethernet switch (Layer 2 or Layer 3), IP access router, PoE, firewall, and VPN in a single chassis
- Multiple models with 8-port or 24-port Ethernet switches
- Network options ranging from 56k to multi-T1, ADSL2+, and Ethernet
- Modular chassis supporting a variety of Network Interface Module (NIMs) and Dial Backup Interface Modules (DIMs)
- Integral stateful inspection firewall protects against DoS attempts
- VoIP-ready with QoS, CoS, and SIP ALG
- VQM for easy troubleshooting of VoIP traffic
- Wi-Fi access controller for centralized management of NetVanta APs



NetVanta 6355

- IP Business Gateway with integral 24-port, Layer 2, PoE Ethernet switch
- Dual Gigabit/SFP module slots for uplink or stacking
- CompactFlash slot for configuration files and new firmware
- VQM for MOS, jitter, delay and packet loss statistics

Significantly reduce your TCO with a single platform that accomplishes multiple networking functions. Multiservice access routers are affordable routing, switching, firewall, VPN, and Wi-Fi controller solutions for business-class networking needs.



Answering the growing demand for secure access to sensitive corporate data.

ADTRAN's NetVanta Series of Fixed-port Access Routers offers cost-effective IP switching and routing solutions for business-class broadband networks. Based on the widely deployed AOS, this family of products offers a robust feature set with standards-based functionality and addresses the growing need for secure access to corporate information resources over the Internet.

Guarantee Bandwidth with Disaster Recovery

The NetVanta 3100 Series provides an Ethernet or ADSL WAN interface, four-port fully-managed switch, and an analog port for disaster recovery or dial-in for remote management. These products are full-featured, low-cost solutions perfect for switching, secure Internet access, and high-speed corporate connectivity using broadband access such as DSL or cable.



NetVanta 3130

- Fixed-port ADSL-to-Ethernet access router
- 1 ADSL/ADSL2/ADSL2+ WAN interface
- Full-featured, managed 4-port 10/100Base-T switch
- Analog interface for dial backup or remote management
- Wi-Fi access controller for centralized management of NetVanta APs

Higher Bandwidth

The NetVanta 3130 is a fixed-port, business-class ADSL router with an integrated Fast Ethernet four-port switch. It supports today's most advanced ADSL technology, ADSL2+, for applications taking advantage of its extending reach and higher bandwidth, up to 25 Mbps. The NetVanta 3130 is perfect for SMB applications. No matter if they are bundled with a carrier service or employee deployed, they deliver secure, high-speed corporate connectivity.



NetVanta 3120

- Fixed-port Ethernet-to-Ethernet access router
- 1 Ethernet WAN interface
- Full-featured, managed 4-port Ethernet switch
- Analog interface for dial backup or remote management
- Wi-Fi access controller for centralized management of NetVanta APs

Work Remotely, Work Securely

The NetVanta Series is designed for high-speed, cost-effective connectivity for remote offices, telecommuters and mobile users. All of these fixed-port routers support VPN and a firewall to ensure your remote employees can work without the security concerns normally associated with shared networks.

NetVanta Switch Product Comparison

<ul style="list-style-type: none"> ● Supported – Not Applicable or Unavailable 	Ethernet Switches								Multiservice Access Routers			Fixed-port Access Routers	
	NetVanta 1234	NetVanta 1238	NetVanta 1235P	NetVanta 1534	NetVanta 1535P	NetVanta 1544	NetVanta 1544F	NetVanta 1638	NetVanta 1335	NetVanta 3448	NetVanta 3458	NetVanta 3120	NetVanta 3130
Ports and Slots													
Fast Ethernet Switch Port(s)	24	48	24	–	–	–	–	–	24	8	8	4	4
1 Gbps Ethernet Switch Ports	2	2	2	26	26	24	–	48	2	–	–	–	–
Fast Et Optical SFP Ports	4	4	4	4	4	4	28	4	–	–	–	–	–
1-Gbps SFP	●	●	●	●	●	●	●	●	–	–	–	–	–
2.5-Gbps SFP	●	●	●	●	●	●	●	●	–	–	–	–	–
10-Gbps SFP	–	–	–	–	–	–	–	●	–	–	–	–	–
Features and Capabilities													
Stateful Inspection Firewall	–	–	–	–	–	–	–	–	●	●	●	●	●
Switching Capability	Layer 3 Lite	Layer 3 Lite	Layer 3 Lite	Layer 3 Lite	Layer 3 Lite	Layer 3	Layer 3	Layer 3	Layer 3 Lite	Layer 2	Layer 3	Layer 4	Layer 5
ActivReach Support	–	–	●	–	●	–	–	–	–	–	–	–	–
ActivChassis Support	–	–	–	–	–	–	–	●	–	–	–	–	–
Port Scheduler	●	●	●	●	●	●	●	●	●	–	–	–	–
CABLE/SFP Diagnostics	●	●	●	●	●	●	●	●	●	–	–	–	–
Quality of Service (QoS)	●	●	●	●	●	●	●	●	●	●	●	●	●
Class of Service (CoS)	●	●	●	●	●	●	●	●	●	●	●	●	●
Power over Ethernet (PoE)	Optional	Optional	Standard	Optional	Standard	Optional	–	Optional	Optional	Optional	Optional	–	–
802.1Q VLAN Support	●	●	●	●	●	●	●	●	●	●	●	●	●
802.1X Port Authentication	●	●	●	●	●	●	●	●	●	●	●	●	●
Microsoft Desktop Audit Capabilities	–	–	●	●	●	●	●	●	–	–	–	–	–
Network Forensics	–	–	●	●	●	●	●	●	–	–	–	–	–
Wi-Fi Access Controller	●	●	●	●	●	●	●	●	●	●	●	●	●
IPSec VPN	–	–	–	–	–	–	–	–	●	●	●	●	●
Maximum VPN Tunnels	–	–	–	–	–	–	–	–	100	100	500	10	10
n-Command Support	●	●	●	●	●	●	●	●	●	●	●	●	●
Warranty	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	5-Year	5-Year	5-Year	5-Year	5-Year

A switching solution so remarkably versatile it makes your job easy.

Multiple Management Options

The NetVanta Series is a standards-based solution that merges seamlessly into existing networks and is easy to configure and operate. The NetVanta CLI mimics the *de facto* industry standard, and is both familiar and easy to use. The CLI supports multiple configuration scripts to simplify setup of local and remote units. A Web-based GUI can be used to configure, troubleshoot, and view statistics about the AOS device.



The NetVanta Command Line Interface has a familiar look and feel, eliminating retraining costs.

Quality of Service

As voice and data networks converge into a single communications network, QoS is of the utmost importance. NetVanta switches support 802.1p CoS and DiffServ standards, using WRR and Strict Priority queuing. Mission-critical traffic may be marked or prioritized over non mission-critical traffic on a switch-port basis in the NetVanta 1000 Series products. Each switch supports frame tagging, as well as enforcement of tagged traffic received from trusted sources. Four egress queues (per port) are available for assigning traffic priorities using WRR.

The Port Scheduler

The Port Scheduler feature built into ADTRAN's switches helps conserve power and add security to today's networks. The Port Scheduler feature allows system administrators to configure ADTRAN switch products to automatically activate and deactivate switch ports based on time of day. A common application of the Port Scheduler feature enhances security by temporarily disabling the interface connected to an AP to prevent network intrusion after business hours.

The Port Scheduler automatically activates and deactivates switch ports based on a defined schedule.



Cable/SFP Diagnostics

The NetVanta Cable and SFP Diagnostics feature available in the NetVanta Switches provides insight into cable and SFP interfaces and lines when connected to ADTRAN NetVanta Ethernet Switches. This innovative feature allows the administrator of NetVanta switches to obtain real time information on physical cable characteristics.



Cable Diagnostics detects cabling problems like broken wires (an open) or touching wires (a short).

Built-in Wi-Fi Access Controller

All NetVanta switches and routers come with a built-in Wi-Fi access controller, eliminating the need for additional expensive controllers. Now businesses can quickly expand their wireless network to support growing number of mobile devices or Wi-Fi-enabled scanners and monitoring systems, while managing the wired and wireless network from a single platform. In addition, ADTRAN offers the NetVanta 160 or NetVanta 161 dual-radio 802.11n APs which provide 2x300 Mbps throughput and advanced business-class features, perfect for deploying a secure, integrated WLAN solution.



Re-inventing the Network.

ADTRAN, Inc. is a leading global provider of networking and communications equipment. ADTRAN's products enable voice, data, video and Internet communications across a variety of network infrastructures. ADTRAN solutions are currently in use by service providers, private enterprises, government organizations, and millions of individual users worldwide.

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Simple, Reliable, and Affordable

When you need a networking solution that fits the unique connectivity requirements of your business, ADTRAN is the smart alternative. Our product portfolio offers a breadth of solutions, including a product suite that is tailored to the specific needs of SMB and distributed enterprise customers. With ADTRAN's award-winning and innovative switches, routers, multi-service access routers, wireless LAN solutions, VPN solutions, IP Business Gateways and Unified Communications products, it is easy to find a quality solution that is perfect for your specific network needs.

ADTRAN products are backed by industry-leading warranties and best-in-class technical support from our team of degreed engineers. As a TL 9000 3.0 and ISO 9001:2000 certified supplier supporting next-generation quality standards, the company maintains in-house labs for reliability, component and compliance testing—all with a focus toward customer satisfaction.

High-touch Customer Support and Training

■ ProServices for Complete Lifecycle Support.

ADTRAN's ProServices is your single source for complete lifecycle support, from planning through implementation to ongoing support and management. The ProServices portfolio includes standard solutions with per product pricing as well as custom ProServices for meeting unique customer requirements—delivering the technical services to ensure your network deployment and ongoing maintenance is successful. Whether it is an essential network deployment and support need or a highly customized application, ProServices brings the expertise to ensure customer satisfaction.

■ Comprehensive Training and Certification Services.

ADTRAN provides innovative training solutions designed with a focus toward varying skill levels and job functions. Professional certification programs are designed to help customers structure and individualize continuing education needs. Access to the certification and training programs includes both free and fee-based options. Sessions are available both on-and off-site, using Instructor-Led Training (ILT); Computer-Based Training (CBT); or virtual classroom training with real-time, Web-enabled classes.



Unified Communications
Software and Appliances



IP Business Gateway for
Trunking and Hosted VoIP
NetVanta 6000 Series



Multiservice Access Router
NetVanta 3448, 1335



IP Business Gateways for
Business Trunking
Total Access® 900/900e Series



Modular Access Router
NetVanta 3000/4000/5000 Series



Fixed-port Access Router
NetVanta 3100



Ethernet Switch
NetVanta 1200/1500 Series



Access Points
Bluesocket® 1800/1900 Series



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Gartner 2015 Magic Quadrant for Data Center FAQ

Background

Gartner just released their 2015 Data Center Magic Quadrant rankings. The purpose of this document is to provide Avaya Sales Associates with an accurate level of positioning with their customers regarding the results of the Magic Quadrant (MQ) ranking. The full MQ report is available on the Gartner site. Please contact Claudine Ruscetta if you require a copy. The research note is restricted to the personal use of individual Gartner subscribers and may not be shared with others.

Gartner Report

Below are the graphical summary and the Avaya write up by Gartner:



Avaya

Avaya is one of the smallest players in this Magic Quadrant based on current revenue (now less than 1% of DC networking revenues), though it still maintains a large installed base of legacy solutions. Avaya's current solution — based on their Fabric Connect architecture — provides a highly automated solution that provides for simplified VM mobility, optimized east-west traffic flows with simple extensibility across and between data centers. Until very recently, Avaya data center solutions have lacked meaningful go to market investments (in sales, system engineering and marketing) which has severely limited market opportunities and stifled growth. The launch of dedicated sales and engineering teams should improve Avaya's abilities in 2015. Consider Avaya (after confirming local support capabilities) when configuration simplification is a priority.

- Avaya provides a highly automated solution, including high performance multicast capabilities that requires less configuration and ongoing management attention than competing solutions.

- Based on client inquiry and end-user survey results, Avaya scores consistently above average on delivering appropriate solutions, on budget and meeting customer expectations and requirements.
- Avaya has a strong history of providing highly resilient data center network architectures which carries through to their current portfolio.
- Avaya's fabric solution provides a seamless extension between data centers and to the campus and branch, to provide a simplified enterprise network solution.
- Avaya is currently one of the smallest vendors in this Magic Quadrant based on data center revenues and has a limited (though growing) number of dedicated resources for networking
- Account coverage and channels capabilities can be scarce so enterprises should ensure skilled resources are available to support new implementations.
- Avaya has been late to announce SDN-based offerings, though it is expected to have shipping SDN solutions in 1H2015.
- Avaya's automated data center fabric is based on the SPB protocol, which has not been widely adopted by any other vendor. This can lead to integration challenges in multi-vendor environments.

Avaya Viewpoint

Avaya believes that the Gartner write up is generally accurate and fair. Gartner is accurate in their assessment of Avaya's unique competitive differentiation by stating that Avaya has a:

- Highly automated solution
- Reputation for high resiliency in data centers
- Great solution for VM mobility and data center extension
- Highly scalable multicast architecture

Gartner surfaced four central challenges for Avaya Data Center solutions:

- Low market share
- Inconsistent channel support
- Late SDN offerings
- A potential lack of integration with other vendors.

Although these points are generally fair, these results should be positioned in context and with explanation as related in the section below.

Frequently Asked Questions

Can Avaya compete with such low market share?

Avaya's low market share is primarily due to financial and business problems associated with Nortel and the subsequent fall-out of resellers and sub-set of customers, not its fundamental technology. Avaya Networking has exhibited technology leadership for over 30 years including its time as Bay Networks and Nortel.

Since becoming acquired by Avaya, R&D investments have increased. Most recently, the number of dedicated networking sales associates has tripled. Sales of Fabric Connect have doubled year over year.

Should customers be concerned with Avaya's channel organization?

Although Avaya's channel has been rebuilding, Avaya maintains a highly qualified and able force of sales engineers that support partners from inquiry through upgrade. Avaya has a wide and global sales force that channel partners leverage every day. Avaya has one of the most capable professional services organizations in the world that can support channel partners and Avaya direct sales.

Why is Avaya late to the game with SDN?

First, Avaya's ability to address the general problems of SDN is not necessarily late. With Fabric Connect Avaya customers have been solving the most foundational issues that SDN is meant to address. For instance, [Fabric Connect](#) has delivered core automation natively for years, while competitors are relegated to overlay models.

Second, the information gathering phase of the 2015 Gartner MQ was performed BEFORE the [Avaya SDN Fx architecture](#) was announced. Since the announcement, Gartner has been very supportive of Avaya's [SDN Fx](#) direction.

Third, since Avaya has already solved many of the issues that SDN in general was meant to solve, Avaya is uniquely focusing its solutions on the edge of the network. Customers have already shown a lot of interest in this direction.

To what degree does Avaya run a risk of integration with other vendors?

First, Avaya's foundational network technology, Fabric Connect, utilizes Shortest Path Bridging, which is an industry standard. Avaya's newer functionality such as Fabric Extend and Fabric Attach are either based off industry standards, or are in the process of being ratified as such.

Second, since this report reflects information gathered before Fabric Extend was introduced, there is no mention of the capability to extend Fabric Connect functionality over IP networks.

Third, there is a trade-off between holding a unique technology advantage in the market and proactively encouraging other competitors to follow you. Avaya believes that the benefits of Fabric Connect and affiliated technologies will likely spread in the market (as it is standards based), but wants to enjoy a competitive advantage in the near term.

How do I generally position Avaya Data Center solutions with customers?

What Avaya data center solutions ARE:

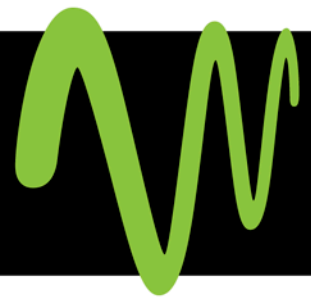
[Avaya data center solutions](#) are purpose-built for companies that require true agility and high availability in their data centers. Avaya solutions are engineered to require less IT staff and pound-for-pound deliver greater scalability and performance. This [next generation solution](#) is built with little overhead and use the most efficient and automated means to carry data across a network.

What Avaya data center solutions are NOT:

Avaya data center solutions are not designed to address every function and scenario for every possible customer requirement. This is where Cisco plays and there is an overhead and cost burden that accompanies their solutions. Avaya does not believe in using overlays to compensate for complexity. Avaya does not put the operations in the hands of heavy engineering and dependence upon high industry certifications.

If a data center opportunity is revealed that seems outside of normal operations or has special requirements, bring the opportunity to the product team and they will help determine whether, or how to position Avaya's data center solution. First line of contact is, Andrew Rufener at: <mailto:arufener@avaya.com>.

BONDING CAPABILITIES



Bonding Company: Westchester Fire Insurance Company

Address: 436 Walnut Street, Philadelphia, PA 19106

Current Bonding Capacity of Firm: \$50,000,000.00 USD (but would go higher)

Amount Currently Bonded (or outstanding): \$30,000,000.00 USD

Bonding Company's Rating: A+



MASTER CUSTOMER EQUIPMENT AND MAINTENANCE AGREEMENT

The parties to this Master Customer Equipment and Maintenance Agreement ("Agreement") are ("Customer") and the Windstream legal entity that provides the Services to Customer under this Agreement ("Company"). The effective date of this Agreement is the date it is signed by the Customer ("Effective Date"). The purpose of this Agreement is to set forth the terms and conditions under which the Company will sell Customer Premises Equipment ("CPE") to Customer and provide maintenance services ("Maintenance") to Customer, if applicable (for convenience, Maintenance and CPE will be referred to herein collectively as "Services").

- A. SERVICE SCHEDULES.** For each engagement under this Agreement, the Services to be provided by Company will be described in a **Service Schedule ("Schedule")**. Each Schedule and each amendment thereto must be signed by both parties and must state that it is made pursuant to this Agreement. Each Schedule shall constitute a separate agreement which incorporates the terms and conditions of this Agreement. The provisions of this Agreement shall control over any conflicting provisions in a Schedule, except to the extent that a provision of this Agreement specifically states that a Schedule may provide different terms. A Schedule may contain additional terms, provided that the terms do not conflict with the provisions of this Agreement.
- B. TERM AND AUTOMATIC RENEWAL.** This Agreement shall be for the term set forth in the Schedule and shall automatically renew for additional one year terms unless: 1) notice is provided by Customer at least thirty (30) days prior to the end of the then current term, 2) CPE is no longer supported by the manufacturer per the manufacturer's published product lifecycle, or 3) Company substantially changes or discontinues the Services purchased by Customer. Windstream will provide notice at least thirty (30) days prior to the end of the then current term in the event of any termination by Windstream pursuant to 2 or 3 above.
- C. PAYMENT TERMS.** Unless a Schedule provides otherwise, fifty percent (50%) of Customer's CPE cost shall be paid by Customer on the Effective Date, prior to Company ordering such CPE. The remaining fifty percent (50%) of the Customer's CPE cost, in addition to any recurring and/or non-recurring Maintenance costs incurred by the Customer shall be paid within thirty (30) days of the invoice date. Customer is responsible for payment of all fees set out in a Schedule, plus all taxes, fees and surcharges associated with the Services. If Company does not receive full payment when due or does not receive payment in immediately available funds, Company will add a late payment fee to the amounts owed and will calculate such fee as the total owed times interest at the maximum rate allowable by law, and Company may terminate this Agreement. Customer agrees to pay ALL costs incurred by Company to collect the amounts due to Company, including but not limited to: legal fees, costs, in-house attorney costs and fees, collection service costs, etc.
- D. EARLY TERMINATION CHARGES.**
1. CPE: IF CUSTOMER TERMINATES THIS AGREEMENT OR ANY CPE SCHEDULE AFTER THE EFFECTIVE DATE AND AFTER COMPANY HAS ORDERED CPE (BUT PRIOR TO THE INSTALLATION OF SUCH CPE), CUSTOMER WILL PAY COMPANY A PRE-INSTALLATION CANCELLATION CHARGE (CANCELLATION CHARGE) EQUAL TO SEVENTY-FIVE PERCENT (75%) OF THE CPE COST SET FORTH IN THE SCHEDULE AND COMPANY SHALL ALSO BE ENTITLED TO KEEP ANY AMOUNT PAID BY CUSTOMER PURSUANT TO SECTION C ABOVE.
 2. MAINTENANCE: IF CUSTOMER TERMINATES THIS AGREEMENT OR ANY MAINTENANCE SCHEDULE PROVIDED HEREUNDER DURING THE INITIAL OR RENEWAL TERM FOR ANY REASON OTHER THAN FOR CAUSE, IT SHALL PAY TO COMPANY AN AMOUNT EQUAL TO FIFTY PERCENT (50%) OF THE MONTHLY RECURRING CHARGES "MRCS" MULTIPLIED BY THE NUMBER OF MONTHS REMAINING IN THE THEN-CURRENT TERM OR RENEWAL TERM (TERMINATION FEE). THE CANCELLATION CHARGE AND TERMINATION FEE SHALL NOT BE PENALTIES AND SHALL INSTEAD BE DEEMED AN ADEQUATE MEASURE OF LIQUIDATED DAMAGES INCURRED BY THE COMPANY DUE TO EARLY TERMINATION BY THE CUSTOMER.
- E. DISPUTES.** To dispute a bill, Customer must do so in good faith and provide notice to Company of the specific basis for such dispute within thirty (30) days after the date on the bill. If Customer does not follow this dispute process, the dispute shall be deemed waived.



- F. MAINTENANCE PLAN.** Company offers various tiered Maintenance Service Plans ("Plans"). Customer's choice of Plan, if any, shall be indicated on a Schedule, where each Plan is further described. All work performed by Company for Customer shall be billed at Company's then current time and material rates for: 1) any services performed which Company deems as out of scope of the Agreement, or 2) for CPE not covered by a Plan under a Schedule.
- G. LIMITED WARRANTY.**
1. **CPE.** All assignable manufacturers' warranties applicable to CPE will be assigned to the Customer and will begin upon Customer's signature on the Certificate of Delivery and Acceptance. All CPE warranties are subject to, and limited by, the terms and conditions imposed by the written warranties extended by the respective manufacturers of the CPE. Any extended warranty available from the manufacturer of such CPE may be made available to the Customer.
 2. **Maintenance.** All Maintenance performed by Company is described in the Schedule(s) and is warranted to be free of defects under normal use ("Defects") for ninety (90) days from the date such Maintenance is provided. Remedy for any Defects is limited to re-performance. Company shall be relieved of all obligations and liability if Customer fails to provide notice of the Defect to Company within thirty (30) days after the Defect becomes reasonably apparent. No action, including, without limitation, contract and/or tort actions, relating to the Maintenance may be brought by the Customer more than one (1) year after the cause of action or same accrues.
 3. **NO OTHER WARRANTIES.** THE WARRANTIES SET FORTH ABOVE, INCLUDING ANY TIME PERIOD BY WHICH THE WARRANTIES ARE EXTENDED BY AN EXTENDED WARRANTY PLAN, ARE EXCLUSIVE OF, IN LIEU OF, AND CUSTOMER HEREBY WAIVES, ANY AND ALL OTHER WARRANTIES, GUARANTEES, REMEDIES, OR LIABILITIES, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE. THE WARRANTIES ARE ONLY EFFECTIVE UPON CUSTOMER'S PAYMENT IN FULL OF ALL SUMS DUE TO COMPANY PURSUANT TO THE SCHEDULE AND CANNOT BE EXTENDED, ALTERED, OR VOIDED, EXCEPT BY A WRITTEN SCHEDULE SIGNED BY AN AUTHORIZED DESIGNEE OF COMPANY AND CUSTOMER.
- H. TITLE AND RISK OF LOSS.** Risk of loss passes to Customer on delivery by Company or manufacturer or such CPE to a common carrier for delivery to Customer or upon installation of such CPE at Customer's premises, whichever occurs earlier. Title to the CPE does not pass to either Customer or any third party financing the CPEs purchase on behalf of Customer until Company has been paid in full for such CPE.
- I. CREATION OF LIEN.** It is expressly understood and agreed by Customer that a mechanic's lien in favor of Company shall be created against the property where the Services are installed or provided. Said lien shall take effect immediately upon the installation of such Services. Company agrees that said lien will not be recorded or foreclosed unless Customer fails to timely pay for the Services furnished by Company.
- J. LIMITATION OF LIABILITY.** Except as set forth herein, in no event will Company be liable for any special, incidental, indirect, consequential, punitive or similar damages including but not limited to attorney's fees, loss of profits, business, or to the extent permitted by law, damages for injury to person or property or death. Company shall have no responsibility for, nor any other liability or warranty for, defects, damages or delays caused by the actions or inactions of persons or entities not affiliated with Company, or caused by, or attributable to any reason beyond Company's reasonable control including, but not limited to any acts of God, strikes, work stoppages, etc., or failure of Customer to provide Company with access to CPE or failure of Customer to provide Company with notice of malfunction, Company makes no warranty to prevent unauthorized use of the system, including toll fraud. Company shall not be liable for damages of any kind arising or resulting from unauthorized use of the system, including toll fraud.
- K. CONDITIONS OF PREMISES.** Customer warrants that the premises and conditions to be encountered by Company at the premises and in areas where work is to be performed shall: (i) be in compliance with all applicable laws, rules and regulations, (ii) be safe and non-hazardous, and (iii) not contain, present, or expose Company representatives to hazardous materials or substances. Customer shall at all times maintain a suitable environment in which the CPE can operate, including but not limited to, the necessary space to accommodate the CPE and the necessary power, heating and cooling, humidity and dust control as required by manufacturer specifications.
- L. INDEMNIFICATION.** Each party agrees to indemnify and hold harmless and upon request defend the other party and its representatives, affiliates, employees or agents from and against any and all claims, costs (including reasonable



attorneys' fees), liabilities, judgments, or obligations arising out of or relating to the negligent act or failure to act or willful misconduct by the indemnifying party or its representatives, affiliates, employees or agents in performance of this Agreement.

- M. ASSIGNABILITY.** Either party may assign this Agreement to an affiliate or acquirer of all or substantially all of its assets but Customer shall provide Company with notice and complete all paperwork necessary to effectuate any change in ownership or other account changes. Otherwise, Customer may not assign its rights and obligations under this Agreement without Company's advance written consent.
- N. GOVERNING LAW.** This Agreement is subject to applicable federal law and the laws of the state in which the Services are provided, without regard to that state's conflict of laws principles. If this Agreement covers multiple states, then it is subject to Delaware law, without regard to its conflict of law principles.
- O. END USER LICENSE AGREEMENT.** If Customer's Services include third party software, Customer agrees to comply with the terms of any applicable end user license agreement posted at such third party's website prior to using the relevant Services. This specifically includes compliance with any applicable Avaya Software License Terms located at <https://support.avaya.com/>.
- P. NOTICES.** Any notice pursuant to this Agreement must be in writing and will be deemed properly given if hand delivered or mailed to Customer at the service address identified in the Service Schedule or to Company at Windstream, Attn: Correspondence Division, 1720 Galleria Blvd., Charlotte, NC 28270 or at such other address provided to the other party.
- Q. REPRESENTATION ON AUTHORITY OF PARTIES/SIGNATORIES.** Each person signing this Agreement represents and warrants that he or she is duly authorized in accordance with its corporate governance documents and has legal capacity to execute and deliver this Agreement. Each party represents and warrants to the other that the execution and delivery of the Agreement and the performance of such party's obligations hereunder have been duly authorized in accordance with its corporate governance documents and that the Agreement is a valid and legal agreement binding on such party and enforceable in accordance with its terms.

CUSTOMER	COMPANY
BY:	BY:
NAME:	NAME:
TITLE:	TITLE:
DATE:	DATE:
Social Security Number	
Tax ID Number or	
Tax Exempt Status	
Tax Exempt Attach Documentation	



WINDSTREAM SERVICE TERMS AND CONDITIONS

These terms and conditions apply to the provision of all telecommunications and related services ("Services") by Windstream¹ ("Windstream") to Customer under the proposal to which these terms and conditions are a part. These terms and conditions and Customer's proposal/sales order, and any service specific schedules form the agreement ("Agreement"). The Services will be offered in each area to the Customer by the Windstream affiliated entity authorized to provide the Services in the applicable jurisdiction.

1. **Term and Renewal.** This Agreement is effective on the date identified on the proposal ("Effective Date") and will continue for the term set forth in the proposal from the date that Services are installed until either terminated pursuant to the provisions below or replaced with a new agreement (the "Term"). Upon expiration of the Term, **this Agreement will automatically renew for successive one-year terms** (each, a "Renewal Term") until terminated or cancelled pursuant to its terms. In the event a Customer provides written notice of its intent not to renew but does not terminate Services hereunder, Windstream shall have the option of continuing to provide such Services on a month-to-month basis, priced at Windstream's then current monthly rates.
2. **Charges for Services; Billing and Payment.** Customer is responsible for paying all charges that apply to the Services ordered on a proposal or used on a per-use basis by Customer, including items such as features, installation, labor, repair, long distance, and directory or operator assistance as specified on the proposal or set forth in Windstream's Tariffs or the FCC or state Service Publications. Customer is responsible for taxes, surcharges, fees, and assessments that apply to the sale and use of Services, including how those may change in the future, and regardless of whether such charges are identified in the Agreement. Windstream will bill Customer monthly for the Service, and all bills are due and payable upon receipt. Payment will be considered late if not paid by the due date reflected on the invoice. All amounts payable by Customer shall be made without setoff or counterclaim and without deduction. Billing at a location will begin upon the earlier of (i) the installation date (which may be the date administrative access to certain software-based Services is granted to Customer); (ii) thirty (30) days after delivery of the applicable facility and/or equipment to the Customer premises (if the delay in connection of the facility and/or equipment is due to Customer or its agent); (iii) the date the Company notifies a Customer that Service is available for use by Customer; (iv) the date that Service would have been available for use by Customer if Customer had fulfilled its performance obligations required to provision the Service; or (v) the date that installation of MPLS services is complete at the second site in an MPLS network; however, Windstream may choose to bill in full monthly increments with no proration for partial service periods when Service either starts or ends in the middle of a billing cycle. If installation of off-net Services is delayed due to action or inaction by Customer, then Customer shall be responsible for all associated third-party provider charges. In certain service areas, paper bills are available only upon request and for a monthly charge and billing for usage will round up to the next cent. If Customer authorizes payment by credit or debit card, then Windstream will not obtain further consent or provide additional notice before invoicing the credit or debit card for all amounts due and owing. **WINDSTREAM RESERVES THE RIGHT TO INCREASE OR DECREASE MONTHLY RECURRING CHARGES ("MRCS") ON AT LEAST THIRTY 30 DAYS' NOTICE AND OTHER RATES AT ANY TIME.**
3. **Service Outage Credits.** For Windstream's business-grade local and long distance voice telecommunications services, T1 and higher facility network Internet access and private networking services, Customer will receive a credit of 1/30th of the MRC for that month for each day that Customer has a Service Outage, defined below. Only the Service affected by the Service Outage will be eligible for a credit. Credit is based upon the length of time Customer is without Service. Credits in any single month cannot exceed the MRCs for Service that was affected by a Service Outage in that month. For purposes of this Agreement, a "Service Outage" is defined as the complete inability to: (i) make or receive calls; (ii) access the Internet for the purpose of sending or receiving Internet traffic; or (iii) send or receive data across a Windstream supported private network. In the event Customer rents equipment or orders data center services from Windstream, such equipment and services shall not be considered "Services" for purposes of service credits under this Agreement.
4. **Disputes.** To dispute a bill, Customer must do so in good faith and deliver to Windstream in writing the specific basis for such dispute within sixty (60) days after the date on the bill. If Customer does not follow this dispute process, the dispute shall be deemed waived. Each party has the right to discuss issues directly with the other party and Windstream may refuse to discuss issues through Customer's external representative.
5. **Partial Payments; Late Payments.** Windstream may accept any payments Customer marks as being "payment in full" or as being settlement of any dispute without waiving any rights Windstream has to collect the full payments from Customer. Customer is responsible for paying all costs and fees Windstream incurs as a result of collecting Customer's unpaid charges. If Windstream does not receive full payment when due or does not receive payment in immediately available funds, Windstream will add a late payment fee to the amounts owed and will calculate such fee as the total owed times interest at the maximum rate allowable by law.
6. **Credit and Deposits.** Customer authorizes Windstream to ask credit-reporting agencies for Customer's credit information. Windstream may require Customer to submit an initial security deposit and/or advance payment and an additional deposit and/or advance payment if Customer increases Services, Customer is late on payment, or Customer's credit rating changes. The deposit will be refunded if satisfactory credit has been established or upon termination of this Agreement for any reason, except that Windstream at its discretion may apply the deposit to any amount due and unpaid by Customer.
7. **Services Location; Moves.** Customer is responsible for providing an environment that is suitable for the Services, including equipment that is compatible with Windstream's network. Customer shall provide Windstream with the correct address to obtain Services, because Windstream relies on such information to determine which taxes, fees, surcharges and assessments apply to the Services. If Customer does not provide a valid address, Customer will be responsible for any resulting taxes, fees, surcharges, assessments and penalties related thereto. Customer will notify Windstream if Customer's address changes, in which case Windstream may either (a) terminate the affected Services, or (b) allow Customer to provide sixty (60) days' advance notice to Windstream to move Services to a new location and pay any applicable installation charges. Customer will enter into a new agreement for such new location, or Windstream will apply the liquidated damages set forth in Section 14 for the terminated location. Charges, including reasonable administrative costs and fees incurred by Windstream may apply as a result of Customer's move, in addition to a change in MRCs.
8. **Windstream-Provided and Owned Equipment.** Any equipment installed by Windstream on Customer's premises that is not the subject of a sale to Customer (such as the CSU/DSU, interface cards, Channel Bank and routers, or an antenna, if applicable) shall remain at all times the property of Windstream and shall not be considered a fixture. Equipment shall remain in good condition, less normal wear and tear. Windstream shall be responsible for the maintenance and repair of the equipment unless it is damaged as a result of the action or inaction of Customer or its employees or agents, in which case Customer shall reimburse Windstream for the cost of any necessary repairs. Customer shall provide Windstream reasonable access to the equipment for purposes of repair, maintenance, removal or otherwise. If Windstream does not have access to Customer's premises within thirty (30) days after Customer terminates this Agreement, or if Windstream requests Customer return the equipment and Customer does not return the equipment to Windstream within thirty (30) days of termination, Customer shall reimburse Windstream for the full purchase price of the equipment as well as any attorney's fees and costs. Customer shall pack and ship the equipment in such a way so as to limit and/or avoid damage to the equipment. In the event the equipment is damaged in shipping, Customer shall be responsible for the cost to replace the equipment. For the avoidance of doubt,

¹Windstream is defined for purposes of this Agreement to mean Windstream Communications, LLC. or such authorized Windstream affiliated entity providing Services to Customer as identified on Customer's bill.

Customer is responsible for maintaining all equipment on its premises not provided and/or owned by Windstream and ensuring such equipment is compatible with Windstream's network. All terminal equipment must be registered with the Federal Communications Commission ("FCC") under 47 C.F.R. Part 68, and all wiring must be installed and maintained in compliance with those regulations.

9. **Disconnection of Current Provider; Special Construction; Third Party Charges.** Customer is solely responsible for disconnecting Services with its current service provider. Windstream is not responsible for any charges assessed against Customer by such provider. Customer shall pay all charges if Windstream or a third party provider is required to extend the demarcation point or undertake special construction for Customer. Unless Windstream specifically agrees in writing to undertake equipment installation and maintenance work, Customer is responsible for all charges assessed by its phone system vendor and other third parties in connection with the installation of the Services and Windstream shall have no responsibility for maintenance or repair of same.
10. **Third Party Software.** As part of the Services, Customer may be allowed to use certain software and related documentation developed and owned by Windstream's third-party software licensors (collectively, the "Software"). This Software is neither sold nor distributed to Customer and Customer may use it solely as part of the Services and for no other purpose. Customer may not and agrees not to: (i) transfer such Software outside the Services or to any other person or entity; (ii) make copies of the Software, either through a virtual snapshot of the server containing the Software or otherwise; or (iii) transfer the Software outside of Windstream's infrastructure and/or premises. Further, Customer agrees to provide Windstream with evidence that its use of the Software is in compliance with the Agreement and/or third-party software licensor's terms from time to time during the Term as requested by Windstream. If Customer fails to provide such evidence when requested, or is otherwise not in compliance with the Agreement and/or third-party software licensor's terms, Windstream may, at its sole option suspend or terminate the Services that include the Software. For the avoidance of doubt, Windstream's Software licensors are not responsible for providing any support in connection with the Services or the Software.
11. **Government Funding.** Customer must notify Windstream of all restrictions, requirements and reporting obligations to which Windstream could become subject pursuant to any government program before Windstream provisions Services to Customer. Customer will not use such funds, including stimulus funds, grants or loans, in whole or in part, to support its performance under this Agreement without Windstream's prior written consent regarding any specifically applicable terms. If Customer fails to provide such prior written notice to Windstream of government funding or if Windstream does not consent to the use of such funding, then Windstream has the right, in its sole discretion, to reject any order or terminate this Agreement and/or any applicable Services, without liability or obligation to Windstream. If Customer requests government funds for payment of Services under this Agreement and such funding request is denied, Customer shall remain responsible for one-hundred percent (100%) of the cost of Services.
12. **Documents Incorporated by Reference; Entire Agreement; Counterparts; Execution. THIS AGREEMENT IS SUBJECT TO AND INCORPORATES THE FOLLOWING BY REFERENCE, AS THEY MAY CHANGE FROM TIME TO TIME: (I) THE TERMS AND CONDITIONS OF THE TARIFFS FILED WITH STATE PUBLIC SERVICE COMMISSIONS; (II) THE FCC OR STATE SERVICE PUBLICATIONS POSTED AT <https://www.windstream.com/About-Us/Tariffs>; (III) FOR INTERNET, THE "ACCEPTABLE USE POLICY" POSTED AT <http://www2.windstream.net/customersupport/usersguide/accept/accept.html> AND THE "PRIVACY POLICY" POSTED AT <http://www.windstream.com/privacy.aspx>; (IV) IF CUSTOMER IS OBTAINING CERTAIN VALUE-ADDED SERVICES (I.E., ONLINE BACK UP SERVICES, TECH HELP, ETC), CUSTOMER WILL BE REQUIRED TO CLICK-THROUGH AGREEMENTS RELATED TO THOSE SERVICES (CLICK-THROUGHS) PRIOR TO ACCESSING SUCH SERVICE, WHICH SHALL BE DEEMED PART OF THIS AGREEMENT; AND (V) THIRD PARTY SOFTWARE TERMS, IF APPLICABLE. This Agreement, the documents incorporated by reference and any addendums entered between the parties constitute the parties' entire Agreement. This Agreement may be amended only in a writing signed by authorized representatives of each party. This Agreement and its incorporated documents supersede any and all statements or promises made to Customer by any Windstream employee or agent. In the event of any conflict between the provisions of this Agreement and any of the documents incorporated by reference, the provisions of the Tariffs, the FCC or state Service Publications, or Value-Added Services click-through agreements for applicable Services, shall control, followed by this Agreement and then the Acceptable Use and Privacy policies. This Agreement may be signed in counterparts, and facsimile or electronic scanned copies may be treated as original signatures. Windstream also may execute this Agreement via a verifiable electronic signature.**
13. **Termination.** Either party may terminate this Agreement by providing at least thirty (30) days' notice prior to the end of the initial Term or a Renewal Term, or if the other party is in breach of any material provision of this Agreement and such other party fails to cure within thirty (30) days after written notice; Customer must submit a disconnection request to businessdisconnects@windstream.com. Notwithstanding the foregoing, unless prohibited by law, in the event of nonpayment, the breaching party shall have ten (10) days to cure after written notice. Customer's right to terminate for cause is limited to termination of the affected Services at the affected location only. In the event Customer rents equipment from Windstream and Customer terminates network Services pursuant to this section, Customer shall remain obligated to fulfill the remainder of the applicable equipment schedule term. Windstream may limit, interrupt, suspend or terminate Services immediately if: (a) after any required notice, Customer has not paid for Services, or has failed to pay a deposit or advance payment requested by Windstream; or (b) Customer uses the Services in an adverse manner that affects Windstream's network or other customers, Customer or others have used the Services fraudulently or unlawfully while on Customer's premises or via Customer's equipment or while the Services are under Customer's control, or there otherwise occurs an event for which Windstream reasonably believes that the suspension or termination of Services is necessary to protect Windstream or Windstream's other customers from an imminent and significant operational, financial or security risk, in which case Windstream will provide advance notice if practicable or (c) Customer or others use the Services in an excessive, abusive, or unreasonable manner that is not customary for the type of Services; or (d) Customer resells any Services or uses the Services to aggregate other persons' traffic; or (e) Customer uses the Services for its own end users and/or customers as a telecommunications provider or any other kind of provider; or (f) Customer fails to comply with any applicable regulations or statutes and does not cure such failure to comply within ten (10) days of receiving notice from Windstream; or (g) if Customer impersonates another person, uses obscene or profane language or is abusive or harassing when communicating with Windstream representatives, and fails to stop the behavior after receiving a written or verbal warning from Windstream, or (h) for fixed wireless customers, Customer fails to comply with the Customer Responsibilities as defined below. In addition to the termination rights of Windstream set forth above, if Customer or others use the Services in an excessive, abusive, or unreasonable manner that is not customary for the type of Services (including, but not limited to, circumstances in which Windstream is receiving traffic from Customer that originates from a location other than the local calling area associated with the customer's service location or Customer is terminating large volumes of calls to areas in which the cost to terminate such calls is high or to a toll-free number, or when ten percent (10%) or more of Customer's calls are six (6) seconds or less, and/or when more than forty percent (40%) of call attempts are uncompleted per trunk group and DS0/DS0 equivalent), and whether or not such use of the Services is due to Customer or a third party accessing Customer's Services or Equipment fraudulently, Windstream may: (v) charge long-distance charges for such traffic and any additional charges necessary to recoup its administrative costs and any charges from other carriers; (w) charge an additional price per minute in Windstream's discretion for each call that violates this provision; (x) restrict or cancel use or convert customer to another plan; (y) require customer to pay for the excessive use immediately and make a deposit; and/or (z) void any applicable price guarantee. Windstream may restore service if customer corrects the violation and pays all outstanding amounts owed, including restoration charges. Prior to installation of Services, Windstream may attempt to verify the availability of facilities, and in the event that Windstream determines in its sole discretion that facilities are not economically or technically feasible, Windstream has the right to terminate this Agreement without liability. In the event facilities leased by Windstream from third parties to provide the Service(s), including, but not limited to, copper or fiber facilities, are no longer available to Windstream at reasonable rates or are not available for any reason, including, but not limited to, regulatory changes or retirement of copper plant, Windstream has the right to terminate this Agreement without liability upon thirty (30) days' notice.

14. Effect of Termination.

a. Pre-Installation- If Customer terminates this Agreement after the Effective Date but prior to the installation of Service(s), Customer will pay Windstream a Pre-Installation Cancellation Charge ("Cancellation Charge") equal to three (3) months of MRCs except that if Windstream's costs to other providers are greater than this amount, Customer shall also reimburse Windstream for such costs. Customer agrees that the Cancellation Charge is a reasonable measure of the administrative costs and other fees incurred by Windstream to prepare for installation. The Cancellation Charge set forth in this Section 14(a) is in lieu of the charges set forth in 14(b) below for post-installation cancellations.

b. Post-Installation- CUSTOMER UNDERSTANDS THAT ITS RATES ARE BASED UPON ITS COMMITMENT TO PURCHASE SERVICES FOR THE TERM OR RENEWAL TERM. AS SUCH, IF CUSTOMER TERMINATES THIS AGREEMENT OR ANY SERVICES PROVIDED HEREUNDER AFTER INSTALLATION DURING THE INITIAL OR RENEWAL TERM FOR ANY REASON OTHER THAN FOR CAUSE, OR AS A RESULT OF WINDSTREAM'S TERMINATION FOR CUSTOMER'S BREACH, CUSTOMER SHALL PAY TO WINDSTREAM AS LIQUIDATED DAMAGES, AND NOT AS A PENALTY, AN AMOUNT EQUAL TO ONE HUNDRED PERCENT (100%) OF THE MRCS APPLICABLE TO THE TERMINATED SERVICES MULTIPLIED BY THE NUMBER OF MONTHS REMAINING IN THE THEN-CURRENT TERM OR RENEWAL TERM ("LIQUIDATED DAMAGES"). CUSTOMER ACKNOWLEDGES THAT ACTUAL DAMAGES WOULD BE DIFFICULT TO DETERMINE AND SUCH LIQUIDATED DAMAGES REPRESENT A FAIR AND REASONABLE ESTIMATE OF THE DAMAGES WHICH MAY BE INCURRED BY WINDSTREAM, INCLUDING BUT NOT LIMITED TO ACTUAL EXPENSES INCURRED BY WINDSTREAM TO INITIATE OR TERMINATE THE SERVICES, THIRD PARTY COSTS, USE OF LIMITED NETWORK RESOURCES, INSTALLATION CHARGES WAIVED AND ANY DISCOUNTS OR CREDITS GRANTED. If Customer's proposal includes Monthly Minimum Charges or Fees ("MMCs" or "MMFs") and Customer terminates or disconnects less than the entirety of its Services such that its actual usage at a location falls below the MMC or MMF for that location, Customer will pay the MMC or MMF every month in lieu of the Liquidated Damages set forth above. If Customer's proposal *does not* include MMCs or MMFs and Customer terminates or disconnects less than the entirety of its Services such that its actual usage at a location falls below fifty percent (50%) of its original contracted rate for that location, Customer will pay fifty percent (50%) of the MRCs every month in lieu of the Liquidated Damages set forth above. Additionally, if Customer received a bundled rate for the disconnected Service(s), then Customer's charges may be adjusted by Windstream to the unbundled service rates.

15. Limitation of Liability. FOR PURPOSES OF THIS SECTION, AND THE FOLLOWING SECTIONS DESCRIBING INDEMNITY, DISCLAIMER OF WARRANTIES, AND EMERGENCY. CRITICAL LINES SECTIONS, "WINDSTREAM" INCLUDES ITS OFFICERS, DIRECTORS, SHAREHOLDERS, EMPLOYEES, AGENTS, SUBCONTRACTORS, VENDORS, AND ANY ENTITY ON WHICH BEHALF WINDSTREAM RESELLS SERVICES.

A. WINDSTREAM'S LIABILITY FOR SERVICES PROVIDED UNDER THIS AGREEMENT WILL NOT EXCEED THE LESSER OF: (I) CUSTOMER'S MRCs DURING THE PERIOD IN WHICH THE DAMAGE OCCURS, OR (II) CUSTOMER'S MRCs MULTIPLIED BY SIX (6). IF CUSTOMER'S SERVICE IS INTERRUPTED, WINDSTREAM'S LIABILITY WILL BE LIMITED TO A PRO-RATA CREDIT FOR THE PERIOD OF INTERRUPTION. CUSTOMER AGREES THAT THE PRICING OF SERVICES REFLECTS THE INTENT OF THE PARTIES TO LIMIT WINDSTREAM'S LIABILITY AS PROVIDED HEREIN. UNDER NO CIRCUMSTANCES WILL WINDSTREAM BE LIABLE FOR ANY ACCIDENT OR INJURY CAUSED BY SERVICES, ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (SUCH AS LOST PROFITS, LOST BUSINESS OPPORTUNITIES, BUSINESS INTERRUPTION, LOSS OF BUSINESS DATA), ANY PUNITIVE OR EXEMPLARY DAMAGES, THE COST OF ALTERNATIVE SERVICE, OR ATTORNEY'S FEES. WINDSTREAM IS NOT RESPONSIBLE OR LIABLE IF SERVICES ARE LOST, STOLEN MISUSED, OR THE VICTIM OF FRAUD, EXCEPT WHEN DUE SOLELY TO WINDSTREAM'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT. CUSTOMER IS RESPONSIBLE FOR ALL USAGE, CHARGES, AND LIABILITY INCURRED FOR SUCH LOSS, MISUSE, THEFT, OR THE RESULT OF FRAUD OF SERVICES WHILE IN CUSTOMER'S CONTROL, REGARDLESS OF WHETHER/WHEN WINDSTREAM NOTIFIES CUSTOMER OF INCREASED USAGE.

B. ENTRY ONTO WINDSTREAM'S PREMISES IS AT CUSTOMER'S OWN RISK, AND WINDSTREAM ASSUMES NO LIABILITY WHATSOEVER FOR ANY HARM ARISING FROM ANY CAUSE OTHER THAN WINDSTREAM'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT RESULTING IN PERSONAL INJURY TO CUSTOMER DURING SUCH VISIT. WINDSTREAM IS NOT RESPONSIBLE IF EQUIPMENT IS LOST, STOLEN OR MISUSED, EXCEPT WHEN DUE SOLELY TO WINDSTREAM'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT. CUSTOMER IS RESPONSIBLE FOR ALL LOSS INCURRED FOR MISUSE, MISHANDLING OR PROVISIONING OF CUSTOMER EQUIPMENT INCOMPATIBLE WITH THE SERVICES, CHANGES MADE TO THE SERVICES BY CUSTOMER OR A THIRD PARTY NOT AUTHORIZED TO MAKE CHANGES, OR BY WINDSTREAM AT THE DIRECTION OF CUSTOMER. IN NO EVENT SHALL WINDSTREAM BE RESPONSIBLE FOR ANY THIRD-PARTY EQUIPMENT, INCLUDING ANY DAMAGES THAT MAY ARISE AS A RESULT OF DEFECTS OR ISSUES RELATED TO THE THIRD-PARTY EQUIPMENT. TO THE EXTENT WINDSTREAM IS LIABLE FOR DAMAGE TO, OR LOSS OF, CUSTOMER EQUIPMENT, SUCH LIABILITY WILL BE LIMITED TO THE THEN-CURRENT BOOK VALUE OF THE DAMAGED EQUIPMENT. EACH PARTY IS RESPONSIBLE FOR INSURING THE EQUIPMENT AND PROPERTY IT OWNS WITH COVERAGE CONSISTENT WITH INDUSTRY STANDARDS.

16. Indemnity. EACH PARTY WILL DEFEND, INDEMNIFY AND HOLD HARMLESS THE OTHER PARTY, AND ITS RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, AND AGENTS, FROM AND AGAINST ALL THIRD-PARTY CLAIMS ARISING OUT OF THE INDEMNIFYING PARTY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT WITH RESPECT TO ITS OBLIGATIONS UNDER THIS AGREEMENT. FURTHER, CUSTOMER WILL DEFEND, INDEMNIFY AND HOLD HARMLESS WINDSTREAM FROM AND AGAINST ALL CLAIMS ARISING OUT OF OR IN CONNECTION WITH (I) ANY FAILURE BY CUSTOMER OR CUSTOMER'S END USERS TO COMPLY WITH WINDSTREAM'S ACCEPTABLE USE POLICY OR APPLICABLE LAW, OR (II) CLAIMS OF OWNERSHIP OR SUPERIOR RIGHTS TO CUSTOMER EQUIPMENT OR OTHER INTELLECTUAL PROPERTY BY A THIRD PARTY.

17. Force Majeure. Windstream shall be excused from, and shall have no liability, including service credits, with respect to, any delay or failure to perform hereunder caused by any event beyond its reasonable control, including but not limited to, (i) cable cuts or common carrier delays; (ii) actions, failures to act or delays by Customer or others authorized by the Customer to use the Service; (iii) failure or unavailability of power, equipment, materials, services or systems not provided by Windstream including but not limited to other providers' networks and interconnections to or from and connectivity with other Internet Service Providers' networks; (iv) Customer owned or leased equipment or facilities (i.e., Customer's PBX, Local Area Network (LAN)); (v) during any period in which Windstream or its agents are not afforded access to the premises where access lines associated with the Services are terminated or the Customer elects not to release the Services for testing and/or repair and the Customer continues to use Services; (vi) maintenance (planned or emergency) or implementation of a Customer order that requires a Services interruption (Windstream reserves the right to schedule maintenance and upgrades to the network seven (7) days a week from 12a.m. to 6a.m. in the local time zone of the area being worked on without prior notice to Customer or upon reasonable advance notice outside these time frames); (vii) when a Service Outage has not been reported to Windstream or where there is a trouble reported, but no trouble found; (viii) labor difficulties, governmental orders, civil commotion, acts of God and other circumstances beyond Windstream's reasonable control; and (ix) spectrum interference, electrical storms, heavy precipitation, or excessive weather conditions.

18. **Disclaimer of Warranties.** EXCEPT AS OTHERWISE PROVIDED HEREIN, SERVICES, EQUIPMENT, AND THE DESIGNATED CUSTOMER AREA ON WINDSTREAM'S PREMISES, IF APPLICABLE, ARE PROVIDED ON AN "AS IS" AND "AS-AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE OR NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WARRANTY ARISING BY COURSE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE, ANY WARRANTY THAT THE SERVICES WILL MEET CUSTOMER'S REQUIREMENTS OR ANY WARRANTY REGARDING THE QUALITY, CONTENT, ACCURACY OR VALIDITY OF THE INFORMATION OR DATA RESIDING ON OR PASSING THROUGH OR OVER THE NETWORK AND ALL SUCH WARRANTIES ARE HEREBY DISCLAIMED. WITHOUT LIMITING THE FOREGOING, BROADBAND SPEEDS, UNINTERRUPTED OR ERROR-FREE SERVICE, TRANSMISSION QUALITY, AND ACCURACY OF ANY DIRECTORY LISTINGS ARE NOT GUARANTEED. EXCEPT AS EXPRESSLY PROVIDED IN WINDSTREAM'S PRIVACY POLICY, WINDSTREAM HAS NO OBLIGATION TO PROVIDE SECURITY OR PROTECTION FOR CUSTOMER'S PRIVACY, CONFIDENTIAL INFORMATION OR DATA. NO ORAL OR WRITTEN ADVICE OR INFORMATION BY WINDSTREAM'S EMPLOYEES, AGENTS OR CONTRACTORS SHALL CREATE A WARRANTY, AND CUSTOMER MAY NOT RELY ON ANY SUCH INFORMATION.
19. **Emergency. Critical Lines.** CUSTOMER ACKNOWLEDGES THAT CERTAIN SERVICES MAY NOT, IN CERTAIN CIRCUMSTANCES, PROVIDE ACCESS TO 911 OR TRANSMIT THE MOST ACCURATE LOCATION OR EXTENSION INFORMATION IN A TIMELY MANNER, IF CUSTOMER ATTEMPTS TO ACCESS 911 IN AN EMERGENCY. Examples include voice over Internet protocol ("VoIP"), Centrex, Allworx Reach™ Application ("Allworx Reach™"), and private branch exchange. Additionally, because T1s and VoIP can cease operating during a power outage, Customer should have a basic business or copper line for elevator, alarm, E911 and other critical functions. When using VoIP service or Allworx Reach™, Customer must timely update changes to their registered location for 911 services. By signing this Agreement, Customer acknowledges that Customer has read this disclosure. By proceeding with use of Services, Customer assumes all responsibility and risk of harm, loss, or damage in the event that 911 access fails, is not possible, or does not provide the address, correct address, extension or other information to emergency authorities.
20. **Miscellaneous.** (a) Notices and Electronic Communications: Any notice pursuant to this Agreement must be in writing and will be deemed properly given if hand delivered or mailed to Customer at the address populated on Customer's proposal or to Windstream at Windstream, Attn: Correspondence Division, 1720 Galleria Blvd., Charlotte, NC 28270, windstream.business.support@windstream.com or at such other address provided to the other party. Please note, all Customer disconnection requests must be sent to businessdisconnects@windstream.com. CUSTOMER AGREES THAT WINDSTREAM MAY SEND ELECTRONIC MESSAGES TO CUSTOMER CONCERNING WINDSTREAM'S SERVICES; (b) Applicable Law; Venue: This Agreement is subject to applicable federal law and the laws of the state in which the Services are provided, without regard to that state's conflict of laws principles. If this Agreement covers multiple states, then it is subject to Nebraska law, without regard to its conflict of law principles. The parties agree to submit to the exclusive jurisdiction of federal courts in the state in which the Services are provided (or federal courts in Nebraska, if the Agreement covers multiple states) so long as diversity and the amount in controversy requirements are met, or a federal question is at issue; (c) Waiver of Jury Trial. EACH PARTY HERETO HEREBY WAIVES, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, ANY RIGHT IT MAY HAVE TO A TRIAL BY JURY IN RESPECT TO ANY LITIGATION DIRECTLY OR INDIRECTLY ARISING OUT OF, UNDER OR IN CONNECTION WITH THIS AGREEMENT; (d) Statute of Limitations: No claim may be asserted by either party against the other with respect to any event, act or omission for which a claim accrued more than two (2) years prior to such claim being asserted; the foregoing statute of limitations is not applicable to billing disputes, which are governed by the timeframe for disputes described in Section 4; (e) Assignment: Either party may assign this Agreement to an affiliate or acquirer of all or substantially all of its assets without any advance consent from the other party, but Customer shall provide Windstream with notice and complete all paperwork necessary to effectuate any change in ownership or other account changes. Otherwise, Customer may not assign its rights and obligations under this Agreement without Windstream's advance written consent. Any attempted assignment in violation of this provision is void; (f) Third Party Beneficiaries: No third party shall be deemed a beneficiary of this Agreement; (g) Publicity: Customer agrees that Windstream may publicly disclose that Windstream is providing Services to Customer and may include Customer's name in promotional materials, including press releases; (h) Waiver: Either party's failure to enforce any right or remedy available under this Agreement is not a waiver; (i) Severability: If any part of this Agreement is held invalid or unenforceable, the remainder of this Agreement shall remain in full force and effect; (j) Survival: Sections 15 through 20 survive after this Agreement ends; (k) Handwritten Changes: Handwritten changes are not binding on either party; (l) Use of Products in U.S. Customer acknowledges that the transfer and use of products, services and technical information outside the United States are subject to U.S. export laws and regulations. Customer shall not use, distribute, transfer, or transmit the products, services or technical information (even if incorporated into other products) except in compliance with U.S. export laws and regulations. At Windstream's request, Customer shall sign written assurances and other export-related documents as may be required for Windstream to comply with U.S. export regulations; (m) Representation on Authority of Parties/Signatories: Each person signing this Agreement represents and warrants that he or she is duly authorized in accordance with its corporate governance documents and has legal capacity to execute and deliver this Agreement. Each party represents and warrants to the other that the execution and delivery of the Agreement and the performance of such party's obligations hereunder have been duly authorized in accordance with its corporate governance documents and that the Agreement is a valid and legal agreement binding on such party and enforceable in accordance with its terms; (n) Confidentiality: Except when this Agreement is required to be filed with a governmental authority or as may otherwise be required by local, state or federal freedom of information laws, the parties agree that this Agreement contains proprietary and confidential information and shall not be disclosed publicly to any third party except the such dealer(s) or agent(s) of Windstream that are negotiating with Customer in order to execute this Agreement.

21. **Service Specific Provisions:**

For Dynamic IP Services only:

Customer represents and warrants that it will immediately notify and post alternative dialing instructions to its end-users if any restrictions or limitations to access emergency 911 services a result from its actions including but not limited to: (a) Extending the origination of outbound calling capabilities of the Dynamic IP service outside of the Windstream Dynamic IP-serviceable area by means of private circuits, wireless service, public networks, the public Internet or other means; (b) Implementing call routing schemes within its applications, systems or networks which may prevent access to emergency services; or (c) Implementing call routing schemes within its applications, systems or networks which may route outbound emergency 911 calls to Public Service Answering Points (PSAPs) other than the PSAP servicing the calling party end-user location. Customer agrees to indemnify and hold Windstream harmless from all claims, causes of action, damages and judgments arising from restrictions or limitations to access emergency 911 services as a result of customer's actions or inactions in ensuring that all 911 dialed calls are routed to the proper PSAP using Windstream's dynamic IP service.

For Managed CPE Firewall Services only:

Authorization to Perform Testing. Certain laws and regulations prohibit the unauthorized penetration of computer networks and systems. Customer hereby grants Windstream the authority to access Customer's networks and computer systems solely for the purpose of providing the Managed CPE Firewall Service. Customer acknowledges that the Managed CPE Firewall Service constitutes permitted access to Customer networks and computer systems. In the event one or more of the IP Addresses Customer gives to Windstream are associated with computer systems that are owned, managed, and/or hosted by a third party service provider ("Host"), Customer agrees to: (i) notify Windstream of such Host arrangement prior to the commencement of any Managed CPE Firewall Service; (ii) obtain Host's written consent for Windstream to provide the Managed CPE Firewall Service on Host's computer systems, which includes acknowledgement of the risks and acceptance of the conditions set forth herein; (iii) provide Windstream with a copy of such consent, acknowledgement and acceptance; and (iv) facilitate any necessary communications and exchanges of information between Windstream and Host in connection with the Managed CPE Firewall Service. Customer agrees to indemnify, defend and hold Windstream and its suppliers harmless from and against any and all claims, losses, liabilities and damages, including reasonable attorney's fees that arise out of

Customer's failure to comply with this section. Customer will indemnify and hold Windstream and its suppliers harmless from any and all third party claims that arise out of the testing and evaluation of the security risks, exposures, and vulnerabilities of the IP Addresses that Customer provides. Customer acknowledges that the Managed CPE Firewall Service entail certain risks including the following possible negative impacts: (i) excessive log file disk space may be consumed due to the excessive number of log messages generated by the Managed CPE Firewall Service; (ii) performance and throughput of networks and associated routers and firewalls may be temporarily degraded; (iii) degradation of bandwidth; and (iv) Customer computer systems may hang or crash resulting in temporary system unavailability and/or loss of data.

With regard to any software components of the Firewall Device, Customer agrees it will not: (i) use or make any copies of the software; (ii) reverse engineer, decompile, or disassemble the software; (iii) sell, resell, transfer, license, sublicense, or distribute the software; or (iv) create, write, or develop any derivative software or other software program that is based on such software. Customer agrees to indemnify, defend and hold Windstream and its suppliers harmless from and against any and all claims, losses, liabilities and damages, including reasonable attorney's fees, which arise out of Customer's failure to comply with the foregoing.

For Fixed Wireless Services only:

Customer Responsibilities: Customer shall comply with and satisfy the following responsibilities ("Customer Responsibilities") related to the installation, support, and maintenance of Services and Windstream equipment: (a) Obtain, secure, and maintain "roof rights" for Windstream equipment from property owners at each service location and make available to Windstream upon request all applicable and necessary authorizations, licenses, permits, and proof thereof; (b) Provide secure and environmentally sound space that is sufficient for Windstream equipment at each of the service locations, no further than three hundred (300) feet from Customer's router or switch interface; and (c) Provide internal building conduit to allow Windstream the ability to rod/rope to the point of demarcation. In the event Customer fails to comply with any of the Customer Responsibilities, Windstream may cancel or terminate Services at such particular service location(s) without any liability or obligation to Customer and the provisions of Section 14 shall apply.

Windstream Fixed Wireless Equipment: Windstream will not maintain and is not responsible for any software, cables, or hardware attached to the Windstream equipment that is not installed by Windstream, including Customer's internal network. Unless Windstream has notified Customer that it has lease or license rights to the roof on which the Windstream equipment is installed, it is Customer's sole obligation to safely secure and reasonably protect Windstream equipment from and against damage, abuse, and theft while at the Service Location(s). Windstream reserves the right to refuse to perform any installation or repair work and may, when necessary, charge Customer for interior or exterior cable or wiring to complete the installation or repairs at Windstream's then current hourly rates. Windstream shall perform any installation or de-installation in a workmanlike manner using reasonable care, but shall not be liable for any reasonable alterations or necessary work to the Service Location(s) that are required for the installation services, use, or removal of the Windstream equipment such as holes in walls or ceilings, cable wiring, penetration, or antenna mounting brackets.

This Service Level Agreement (“SLA”) only applies to Windstream’s Enterprise Data Products, as defined herein (the “Services”), and is offered as part of networking services provided by the applicable Windstream company. The SLA does not apply to any applications or enhanced telecommunications services, local access circuits, equipment sales and related maintenance services, or any other services provided by a Windstream company or any third party provider. The SLA is effective as of the first day of the first whole calendar month after the initial installation of Services. This SLA shall be deemed an addendum to either the written contract executed by the parties or the Windstream Online Terms and Conditions to which Customer is subject, whichever is applicable. To be eligible for the credits under this SLA, Customer must be in good standing with Windstream and current in Customer’s obligations.

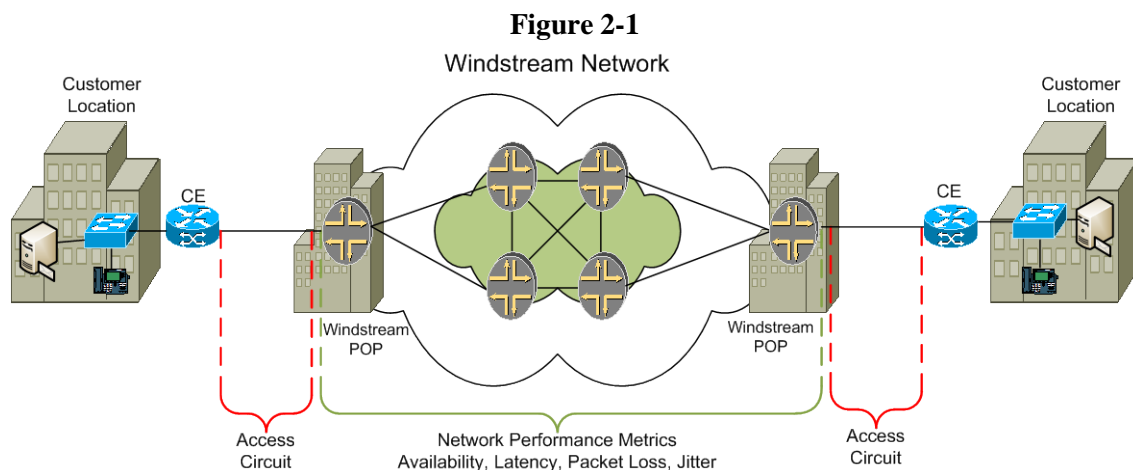
1 Description of Services

The Services covered under this SLA are Ethernet Internet (“EI”), Dedicated Internet (“DI”), and MPLS Networking Services. MPLS Networking Services (“MPLS Networking”) are IP Virtual Private Network (“IP VPN”), Virtual LAN Services (“VLS”), Dynamic IP, and Virtual PBX. Individually, the Services may be referenced in this SLA by the noted abbreviations. Collectively, the term “Services” as used in this SLA refers to any of the qualifying EI, DI, and MPLS Networking Services but does not refer and shall not be interpreted as referring to other services offered by Windstream or any third party provider. Services under this SLA shall only be entitled to credits consistent with the terms of this SLA and shall not be subject to credits under any other agreement or arrangement that may exist between Windstream and Customer. To the extent of any conflict between the terms of this SLA and such other agreement with respect to service credits, this SLA shall govern.

1.1 MPLS Networking

As noted above, MPLS Networking includes for purposes of this SLA only IP VPN, VLS, Dynamic IP, and Virtual PBX. Windstream’s MPLS Networking provides connectivity through Windstream’s network at designated speeds, enabling Customer to transport private data between two or more Customer locations. MPLS Networking enables Customer to prioritize voice or data through Quality Of Service (“QOS”) levels, as defined later, based on Customer’s unique business requirements.

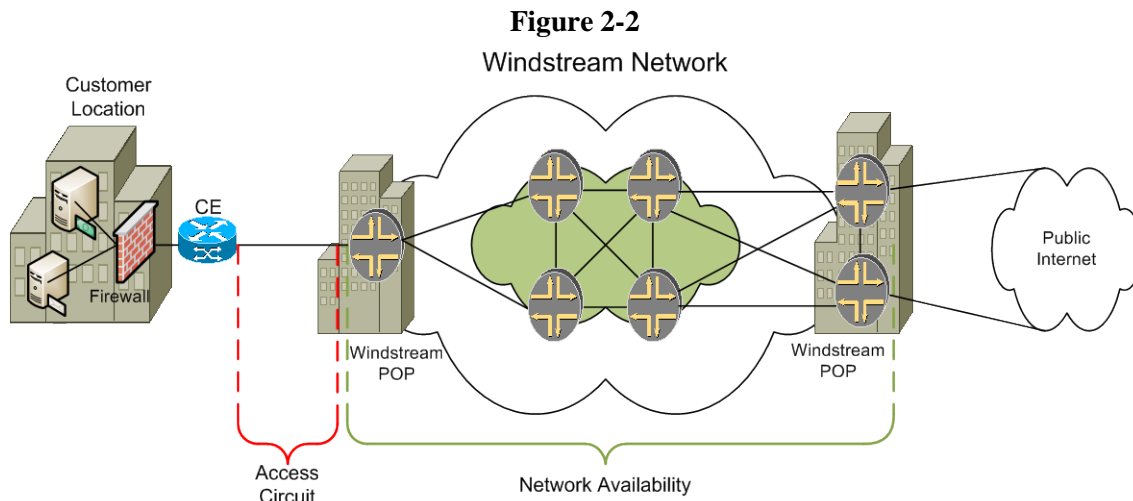
The performance of Windstream’s network for purposes of measuring MPLS Networking deliverables under this SLA is measured through Network Availability, Network Latency, Network Packet Loss, and Network Jitter. These individual metrics are defined in Section 3 below and collectively may be referenced in this SLA as “Network Performance Metrics.” All Network Performance Metrics will be measured across specific Points of Presence (“POP”) on Windstream’s Network (See figure 2-1). Windstream’s network management system is the sole and conclusive measurement for purpose of this SLA regarding Network Performance Metrics.



1.2 Dedicated Internet / Ethernet Internet Access

As noted previously, in addition to MPLS Networking, this SLA applies to DI and EI. DI and EI provide connectivity to the public internet through Windstream's network at designated speeds.

The performance of Windstream's network for purposes of measuring DI and EI deliverables under this SLA is measured through Network Availability. For purposes of DI and EI, Network Availability will be measured across specific POPs on the Windstream Network. (See figure 2-2). Windstream's network management system is the sole and conclusive measurement for purpose of this SLA regarding Network Availability.



2 Definition

2.1 Service Outage:

A Service Outage is defined as the complete unavailability or degradation of Services during any unscheduled period of time except that Windstream is not responsible for failure to meet performance objectives for any of the following reasons which shall not be deemed a Service Outage (collectively, "Exclusions"):

- Any Service Outage for which Customer may have previously obtained credit or compensation outside the terms of this SLA;
- Actions, failures to act or delays by Customer or others authorized by or acting on behalf of Customer to use the Services;
- Failure of power, equipment, services or systems not provided by Windstream;
- Customer owned or leased equipment or facilities (*e.g.*, Customer's PBX or local area network);
- Failure of Customer to afford Windstream or its agents access to the premises where access lines associated with the Services are terminated;
- Election by Customer not to release the Services for testing and/or repair during which time Customer continues to use Services;
- Maintenance activities (including planned and emergency) as set forth in Section 5 of this SLA;
- Implementation of a Customer order that requires Services interruption;
- Failure to report a Service Outage to Windstream or reporting of a trouble where no trouble was found;
- Labor difficulties, governmental orders, civil commotion, acts of God, and other circumstances beyond Windstream's reasonable control; and
- Failure of equipment or systems responsible for network measurements.

2.2 Windstream Point of Presence ("POP"):

Physical location of Windstream router at the edge of Windstream's network that faces the Customer Edge and delivers private data and/or Internet Services to Customer's network.

2.3 Customer Edge ("CE"):

CE refers to the router at Customer's premises that is connected to the Windstream POP.

2.4 Quality of Service (“QOS”):

QOS is the ability to provide different priority to different applications, users, or data flows, or to offer a certain level of performance for data flows. For example, a required bit rate, delay, jitter, packet dropping probability and/or bit error rate may be offered by Windstream to Customer. To determine what QOS level applies to the Services, Customer either must select from the following QOS classes of service or subscribe to a Service that is defaulted into one or more QOS classes. The Windstream QOS classes are identified as:

QOS Class of Service	Description
Real Time	Real-time Class of Service delivers premium QOS to a customer’s site and is optimized for low latency and low jitter performance required for voice communications. All managed VoIP services are defaulted into Real-time QOS.
Mission Critical Data	Mission Critical Class of Service provides the highest priority treatment for data. Intended for applications with high business value requiring large bandwidth allocations and/or lower latency such as interactive video conferencing, streaming video, credit card transactions, and ERP applications like SAP and PeopleSoft.
Business Critical Data	Business Critical Data Class of Service provides priority treatment to transactional and interactive data such as email, or client/server applications
Standard Data	Standard Data class of Services enables customers to share latency and jitter tolerant data and Internet applications across all locations. DI and EIA traffic are defaulted into Standard Data QOS.

2.5 Calendar Month:

For the purpose of this SLA a Calendar Month is based on 60 Minutes/Hour, 24 Hours/Day, 30 Days/Month = 43,200 average monthly minutes. In no event shall any obligation for a service credit arise under this SLA until such time as the Services are fully installed and operational.

3 Service Levels

3.1 Network Availability

For purposes of measuring Windstream’s MPLS Networking, DI, and EI QOS under this SLA, the term “Network Availability” is defined as the percentage of time in one Calendar Month during which POPs on Windstream’s wholly owned IP/MPLS network can deliver traffic to/from other Windstream POP locations and does not apply to local access circuits. Network Availability shall be calculated based on an aggregate monthly measurement average between specific Windstream POP endpoints. Network Availability measurements do not include the specified Exclusions (*e.g.*, scheduled maintenance windows or planned outages).

The following outlines the Network Availability objectives in any given Calendar Month:

MPLS Networking DIA / EIA	99.99% (≤ 4.32 minutes of network unavailability per month)
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3.1.1 Services Credit for time when Network Availability is not provided (“Network Unavailability”)

Network Unavailability / Duration	Services Credit
>4.32 minutes and ≤ 1hour	1/30 th of the Monthly Recurring Charge
>1 hour and ≤ 2 hours	2/30 th of the Monthly Recurring Charge
>2 hours and ≤ 3 hours	3/30 th of the Monthly Recurring Charge
>3 hours and ≤ 4 hours	4/30 th of the Monthly Recurring Charge
>4 hours and ≤ 5 hours	5/30 th of the Monthly Recurring Charge
>5 hours and ≤ 6 hours	6/30 th of the Monthly Recurring Charge
>6 hours and ≤ 7 hours	7/30 th of the Monthly Recurring Charge

>7hours and ≤ 8 hours	8/30 th of the Monthly Recurring Charge
>8 hours and ≤ 9 hours	9/30 th of the Monthly Recurring Charge
>9 hours and ≤ 10 hours	10/30 th of the Monthly Recurring Charge
>10 hours and ≤ 11 hours	11/30 th of the Monthly Recurring Charge
>11 hours and ≤ 12 hours	12/30 th of the Monthly Recurring Charge
>12 hours and ≤ 13 hours	13/30 th of the Monthly Recurring Charge
>13 hours and ≤ 14 hours	14/30 th of the Monthly Recurring Charge
> 14 hours	15/30 th of the Monthly Recurring Charge

3.2 Network Latency

For purposes of measuring Windstream's MPLS Networking under this SLA, Network Latency is defined as the round trip delay (in milliseconds) of packets transported between specific Windstream POP locations across Windstream's wholly owned IP/MPLS network and does not apply to local access circuits. Network Latency shall be calculated based on an aggregate monthly measurement average between specific Windstream POP endpoints. The following outlines the latency objectives, depending on the class selected by Customer, in any given Calendar Month.

QOS Class of Service	Target Commitment
Real Time	≤ 40 ms (Roundtrip)
Mission Critical Data	≤ 45 ms (Roundtrip)
Business Critical Data	≤ 48 ms (Roundtrip)
Standard Data	N/A

3.2.1 Services Credit for Network Latency

QOS Class	Target	Network Latency, =(Credit as a fraction of the MRC for the Affected Services)
Real Time	≤ 40ms (Roundtrip)	1/30 MRC for each day (any 24 hour period) Windstream fails to meet the Network Latency SLA for Real Time QoS in a Calendar Month
Mission Critical Data	≤ 45 ms (Roundtrip)	1/30 MRC for each day (any 24 hour period) Windstream fails to meet the Network Latency SLA for Mission Critical QoS during any Calendar Month
Business Critical Data	≤ 48 ms (Roundtrip)	1/30 MRC for each day (any 24 hour period) Windstream fails to meet the Network Latency SLA for Business Critical Data QoS during any Calendar Month.
Standard Data	N/A	N/A

3.3 Network Packet Loss

For purposes of measuring Windstream's MPLS Networking under this SLA, Network Packet Loss is defined as the percentage of packets in a Calendar Month that are dropped between specific Windstream POP locations across Windstream's wholly owned IP/MPLS network and does not apply to local access circuits. Network Packet Loss shall be calculated based on an aggregate monthly measurement average between specific Windstream POP endpoints. The following outlines the Network Packet Loss objectives, depending on the class selected by Customer, in any given Calendar Month.

QOS Class of Service	Target Commitment
Real Time	≤ .10%
Mission Critical Data	≤ .30%
Business Critical Data	≤ .50%
Standard Data	N/A

3.3.1 Services Credit for Network Packet Loss

QOS Class	Target	Network Packet Loss =(Credit as a fraction of the MRC for the Affected Services)
Real Time	≤ .10%	1/30 MRC for each day (any 24 hour period) Windstream fails to meet the Network Packet Loss SLA for Real Time QoS during any Calendar Month.
Mission Critical	≤ .30%	1/30 MRC for each day (any 24 hour period) Windstream fails to meet the Network Packet Loss SLA for Mission Critical QoS during any Calendar Month.
Business Critical Data	≤ .50%	1/30 MRC for each day (any 24 hour period) Windstream fails to meet the Network Packet Loss SLA for Business Critical Data QoS during any Calendar Month.
Standard Data	N/A	N/A

3.4 Network Jitter

For purposes of measuring Windstream's MPLS Networking under this SLA, Network Jitter is defined as the variation in the delay of received packets transmitted between specific Windstream POP locations across Windstream's wholly owned IP/MPLS network and does not apply to local access circuits. Network Jitter shall be calculated based on an aggregate monthly measurement average between specific Windstream POP endpoints. Network Jitter measurement is only available to customers selecting the Real Time and/or Mission Critical QOS class. The following outlines the Network Jitter objectives in any given Calendar Month:

QOS Class of Service	Target Commitment
Real Time	≤ 2.5 ms
Mission Critical Data	≤ 3.0 ms
Business Critical Data	≤ 3.5 ms
Standard Data	N/A

3.4.1 Services Credit for Network Jitter

QOS Class	Target	Network Jitter, =(Credit as a fraction of the MRC for the Affected Services)
Real Time	≤ 2.5 ms	1/30 MRC for each day (any 24 hour period) Windstream fails to meet the Network Jitter SLA for Real Time QoS during any Calendar Month.
Mission Critical	≤ 3.0 ms	1/30 MRC for each day (any 24 hour period) Windstream fails to meet the Network Jitter SLA for Real Time QoS during any Calendar Month.
Business Critical Data	≤ 3.5 ms	1/30 MRC for each day (any 24 hour period) Windstream fails to meet the Network Jitter SLA for Real Time QoS during any Calendar Month.
Standard Data	N/A	N/A

4 Credits

When Customer's Services fail to meet the applicable commitments outlined in this SLA after being reported by Customer, Customer may receive a credit adjustment to its account. Windstream maintains internal escalation procedures and call-out technical support for observed holidays and after-business hours emergencies and critical outages. To request a credit under this SLA, Customer shall email their Business Sales Representative with a description of the requested credit along with the Windstream trouble ticket number(s) provided by the Service Center within thirty (30) calendar days of the asserted Service Outage. The Business Sales Representative shall notify Customer when the requested credit has been approved or declined.

4.1 Calculations of Credits

Maximum Credit - In no event may the credits provided for hereunder (either individually or on a cumulative basis) in any billing period exceed the total MRCs for that period for service and facilities.

5 Maintenance

As set forth above, maintenance activities are Exclusions and do not constitute a Service Outage for purposes of this SLA. Windstream reserves the right to schedule maintenance and upgrades to the network 7 days a week from 12 a.m. to 6 a.m. in the local time zone of the affected area without prior notice to Customer or upon reasonable advance notice outside these time frames.

5.1 Scheduled Network Maintenance

The term “Scheduled Network Maintenance” refers to upgrades or modifications to network equipment software, network equipment hardware, or network capacity. Scheduled Network Maintenance may temporarily degrade the quality of Customer’s Services. Windstream takes every reasonable precaution to minimize the duration of any impacts during the Scheduled Network Maintenance window. Such effects related to Scheduled Network Maintenance shall not give rise to credits under this SLA and shall not be deemed a Service Outage. Scheduled Network Maintenance shall be undertaken **between the hours of 12:00AM and 6:00AM of the local time zone.**

5.2 Emergency Network Maintenance:

The term “Emergency Network Maintenance” refers to efforts to correct network conditions that are likely to lead to a material Service Outage and that require immediate action. Emergency Network Maintenance may temporarily degrade the quality of Customer’s Services, including the possibility of causing short-duration outages. Such effects related to Emergency Network Maintenance shall not give rise to credits under this SLA and shall not be deemed a Service Outage. Windstream may undertake Emergency Network Maintenance at any time deemed necessary to preserve network services.

6 LIMITATION OF LIABILITY

Windstream’s total liability to Customer under this SLA is limited to the MRCs for the affected Services for the applicable Calendar Month in which the Service Outage occurs. Except for the credits identified in this SLA, this SLA does not modify or amend the written contract executed by the parties or the Online Terms and Conditions to which Customer is subject, whichever is applicable, including but not limited to any warranty disclaimers or limitation of liability provisions.

THE PROVISIONS OF THIS SLA ARE CUSTOMER’S SOLE AND EXCLUSIVE REMEDIES FOR WINDSTREAM’S FAILURE TO MEET THE STANDARDS IN THIS SLA AND ANY OTHER NETWORK, EQUIPMENT OR SERVICE ISSUES.

Customer: _____

Windstream: _____



Windstream has grown to become one of the U.S. government's most trusted communications and technology providers. From advanced data and voice offerings to expert network support, our team works to connect federal government agencies, departments and offices to the personalized service and smart solutions they need to effectively carry out critical missions.

FEATURED GOVERNMENT CUSTOMER LIST

- Army National Guard
- Defense Contract Management Agency
- Defense Intelligence Agency
- Defense Logistics Agency
- Department of Health and Human Services
- Department of Homeland Security
- Department of Veteran Affairs
- DISA/DATS
- DISA/DITCO
- Federal Aviation Administration
- General Service Administration
- Internal Revenue Service
- NASA
- NATO – Supreme Allied Command
- Transportation Safety Administration
- U.S. Agency of International Development
- U.S. Air Force
- U.S. Army
- U.S. Coast Guard
- U.S. Courts
- U.S. Customs and Border Protection
- U.S. Navy
- U.S. State Department
- U.S. Treasury

THE WINDSTREAM ADVANTAGE

NETWORK RELIABILITY

- Features a nationwide, fault-tolerant network utilizing a self-healing, IP-over-SONET backbone
- Network monitored 24 x 7 by state-of-the-art Enterprise Repair and Network Operations Centers
- Solutions delivered over 115,000 route miles of Windstream-owned fiber

PROVEN PERFORMANCE

- Currently serving the communications needs of over 150 federal government entities
- Trusted by a wide range of government users for their most mission-critical applications
- Supported by trusted advisors throughout the product lifecycle

COST-EFFECTIVE SOLUTIONS

- Committed to maintaining a low total cost of ownership
- Includes custom-built private fiber networks, SONET, wavelength and low-latency routing
- Second-largest nationwide deployment of Local voice infrastructure and central offices

FEDERAL AND GSA CONTRACT VEHICLES

- GSA Regional Service Contracts:
 - GSA Region 1 LSA – CT, MA, NH & RI
 - GSA Region 2 RLTC – NY & NJ
 - GSA Region 3 LSA – VA, MD, DE & PA
 - GSA Region 4 GRITS – GA, FL, AL, MS, SC, NC, TN & KY
 - GSA Region 5 RTAS – OH & MI
 - GSA Region 6 LSA – MO, KS, IA & NE
 - GSA Region 9 LSA – CA
- GSA IT Schedule 70 GS – 35F – 0326S
- GSA IT Schedule 70 GS – 35F – 0016T
- USAF Tinker AFB – OK
- US Army N.E.C. – AZ
- Subcontracts:
 - GSA Networx – University/Enterprise
 - GSA Alliant
 - NIH – CIO SP3
 - GSA 8A STARS
 - GSA Connections II
 - GSA WITS 3

CUSTOMIZED OFFERINGS

- Adapt to ongoing technology changes and the evolving needs of your organization
- Acquire solutions to boost the efficiency and performance of your organization
- Protect your network, systems and data from human misconduct, technical failures and natural disasters
- Meet budget pressures by lowering the cost of acquiring and maintaining high-quality communications

PRODUCTS AND SERVICES

- Cloud Solutions (Public // Private // Hybrid // Storage)
- High-Speed Data, Internet and Ethernet Services
- Local, Long Distance and Conferencing Services
- VoIP and SIP Trunking
- Data Center Services in SSAE 16 Type II Compliant Data Centers
- Customer Premises Equipment (CPE)
- Fiber Services

SMART SOLUTIONS

- Business Continuity
- Managed Services
- Network Security
- Unified Communications

CONNECT WITH A WINDSTREAM TRUSTED ADVISOR TODAY.

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GOOD FAITH STATEMENT



In order to continue Windstream's good faith effort to meet our supplier diversity goals we have maintained our Corporate Membership status in with the following diversity councils:

Women's Business Enterprise National Council
Women's Business Council Southwest
National Minority Supplier Diversity Council

Procurement conducted conference calls with the Small Business Association Liaison Office to understand how Windstream could increase the number of available small and diverse businesses in our supplier base. As a result of these meetings, a link to the Small Business Administration Dynamic Search Tool was placed on the Windstream Procurement page. This search tool is available to all Windstream employees to assist in the identification of small and diverse businesses to participate in potential business opportunities. Windstream also maintains an internal database of diverse suppliers and has a membership roster for the Women's Business Council- Southwest on the Procurement web site.

We conducted an in-house educational training class, Best Practices in Minority Supplier Development, for the Procurement group provided by the Arkansas Mississippi Minority Supplier Council.

To increase Windstream's participation in outreach opportunities we participated in the Women's Business Council - Southwest Harvesting Partnerships Business Event and also participated in the Arkansas Mississippi Minority Supplier Development Council Annual Scholarship Event. We are also attending the 2013 National Minority Supplier Development Council Conference and Business Opportunity Fair.