



**BIG SWITCH NETWORKS®**  
**SUPPORT AND MAINTENANCE POLICY**  
**(v2.5, November 2018)**

**1. PURPOSE; EFFECTIVE DATE.**

The purpose of this Support and Maintenance Policy (this “**Policy**”) is to outline the terms and conditions on which Big Switch Networks, Inc. (“**BSN**”) provides support and maintenance services for the software and hardware products (the “**Products**”) that it sells and/or licenses to its end user customers (the “**Customer**”). The **Effective Date** of this Policy is November 8, 2018. BSN reserves the right to update this Policy at any time without notice by publishing the updated version on its website at [www.bigswitch.com](http://www.bigswitch.com).

**2. DEFINITIONS.** Capitalized terms used in this Policy that are not defined at the point of first use shall have the meanings specified in Exhibit A hereto.

**3. BSN OBLIGATIONS.**

**3.1. General Support Terms.**

3.1.1. BSN will use its commercially reasonable efforts to resolve all issues reported by Customer regarding the operation and performance of the Products (each such issue, a “**Support Issue**”) including, but not limited to, issues regarding installation, configuration and integration of the Products, upgrading and downgrading issues, how-to questions and troubleshooting error messages.

3.1.2. To report a Support Issue, Customer must open a case through one of the methods provided at Exhibit B. Thereafter, Support and Maintenance Services (“**Support**”) for the Products will be provided by telephone, e-mail and/or through the BSN Support Website, 24 hours a day, seven days a week (“**24x7**”). Contact information for BSN Support Services is set forth in Exhibit B.

3.1.3. BSN’s Support process is diagramed in Exhibit C hereto. This Support process includes (a) case receipt and entitlement verification, (b) problem identification and diagnosis, (c) determination of Priority Level and, where necessary, (d) product defect determination. Support Issues that are identified as Hardware Issues shall be subject to Section 3.2 below. Support Issues that are identified as Software Issues shall be subject to Section 3.3 below.

**3.2. Hardware Support.**

3.2.1. Hardware Products are covered by the warranty provided by the Manufacturer for such product. BSN will, however, provide Support for Hardware Products acquired through BSN, by telephone, e-mail and/or through the BSN Support Website, 24 x 7 for the Term of this Policy. Such Support will consist of problem intake and diagnosis to determine the severity of the Support Issue.

3.2.2. The support/subscription start date will automatically begin on the product ship date for Hardware Products supplied by BSN.

3.2.3. Return Merchandise Authorizations (“**RMA**s”).

3.2.3.1. If as a result of the Support Issue Analysis outlined in Exhibit C, BSN determines that the subject Hardware Product is defective, BSN will coordinate its return to the Manufacturer, including without limitation, obtaining RMA numbers from the Manufacturer. Lead times for each Hardware Product depends on the Hardware Manufacturer’s lead times for such Hardware Product. Customer should contact BSN’s customer support team for current lead-time estimates.

3.2.3.2. Unless otherwise specified in the Manufacturer’s Warranty for the Hardware Product, Customer must return the Hardware Products being replaced (the “**RMA Hardware**”) within 30 days once the replacement Hardware Products have been delivered. FAILURE TO TIMELY RETURN THE RMA HARDWARE WILL RESULT IN ADDITIONAL CHARGES TO THE CUSTOMER.

3.2.3.3. High-Security RMAs. In the event that Customer has chosen and paid for the “RMA - Retain Hardware” or the “RMA - Retain Hard Drive” options at the time of the initial Hardware order, replacement hardware components will be shipped to the Customer in return for written verification that the original Hardware Product (or hard drive, as the case may be) has been destroyed.

3.2.3.4. In the event that the replacement hardware device requires a complete system software replacement using a bootable USB drive that includes the ISO image for the BSN Software, (i.e. the network controller software must be reinstalled), BSN Support and Customer shall mutually agree upon the method for accomplishing the software replacement. In the event that the parties agree that the BSN Software replacement requires dispatching a BSN authorized technician to the Customer site, the Customer agrees that the BSN authorized technician will be provided with reasonable access to the Customer site and BSN products both physically and via the Customer network during normal business hours in order to complete the software replacement. Failure to provide reasonable access during normal business hours may result in additional charges to Customer.

3.2.4. The warranty / support period for the replaced Hardware Products will be for the remainder of the Support Term for the original component. Unless otherwise specified in the Manufacturer’s Warranty for the Hardware Product, all replacement parts will be new, “like new”, or refurbished.

### 3.3. Software Support

3.3.1. BSN will provide Support for the BSN Products by telephone, e-mail and/or through the BSN Support Website, 24x7 for the Term of this Policy. Contact information for BSN Support Services is set forth in Exhibit B.

3.3.2. Support for BSN Products shall be limited to (a) the use of the releases until the “End Of Life Date” as described at Section 10.4, and (b) BSN Product Updates (including, but not

limited to, revisions and product enhancements) that BSN in its discretion makes generally available to its maintenance customers without additional charge.

3.3.3. BSN will make available all Bug Fixes for the releases until the “End of Software Maintenance Date” as described in Section 10.3 of the BSN Software.

3.4. Training. If purchased by Customer, BSN will provide technical training regarding the installation, configuration, use and support of the BSN Products to Customer employees. Customer may purchase additional training during and after the first term of the Policy.

#### 4. **DIAGNOSING ISSUES AND ESTABLISHING PRIORITY LEVELS.**

##### 4.1. Establishing Priority Levels

4.1.1. BSN uses Priority Levels to determine the criticality of each Support Issue based on the impact of a Support Issue on Customer’s operations as well as the technical complexity of a Support Issue. The Priority Levels guide the urgency of addressing the Support Issue, including assessing the appropriate assignment of personnel to work on the issue.

4.1.2. BSN will work with the Designated Support Contacts to gather the appropriate information necessary to classify each Support Issue into a Priority Level and to determine if the Support Issue is a Hardware Issue or a Software Issue.

4.1.3. The Customer shall select the Priority Level when opening a case for each Support Issue. The selected Priority Level shall be based on the priority definitions set forth in Section 4.1.4 below and will be used by the BSN Case Management System to appropriately prioritize cases for intake. In the event that the Customer selected Priority Level does not conform to the Priority definitions set forth in Section 4.1.4 below, a BSN Customer Support Manager may update the case to an appropriate Priority Level, followed by a notification to the Customer about the change. Notwithstanding the foregoing, BSN retains sole discretion to classify an issue as Priority 1. In order to qualify as a Priority 1 Issue, BSN must find that the following criteria have been met: (a) Customer network is completely down and no work-around is immediately available; (b) Customer representative is available by phone and committed to work with BSN until problem is resolved; (c) access to Customer network is available for the BSN support representative; and (d) Customer support representative is authorized to do any and all disruptive trouble shooting to root cause the issue and bring the network to operational state.

4.1.4. The definition of the Priority Levels that BSN uses is set forth in the following table:

Priority Level	Description
<b>Priority 1</b>	<ul style="list-style-type: none"><li>• Issue causing total loss of mission critical functions or services without feasible work around</li></ul>
<b>Priority 2</b>	<ul style="list-style-type: none"><li>• Issue causing network or services to run without designed redundancy in production networks</li><li>• Issue causing partial and/or intermittent impact on accessing mission</li></ul>

	critical functions and services in production networks
<b>Priority 3</b>	<ul style="list-style-type: none"> <li>• Issues that do not have impact on mission critical functions and services</li> <li>• Issues encountered in lab environment that have a potential impact on mission critical functions and services</li> <li>• Issues encountered while deploying the Product for the first time and that require answers in a timely manner to proceed with planned activities</li> <li>• Questions that require answering in a timely manner in order to proceed with planned activities</li> <li>• Feasible work-around available for P1 and P2 issues</li> </ul>
<b>Priority 4</b>	<ul style="list-style-type: none"> <li>• General information requests on the functions and operation of the Big Switch Networks Product</li> <li>• Questions regarding designing and implementing Big Switch Networks Products</li> <li>• Issues encountered in the lab environment or at proof of concept testing</li> <li>• Issues encountered during initial deployment</li> <li>• Issues that do not have impact on functions and services</li> </ul>

5. **TARGET RESPONSE TIMES.** Once the Priority Level for a Support Issue has been established, BSN shall use commercially reasonable efforts to correct any Errors reported by Customer in the current unmodified release of BSN Product in accordance with the Response Times set forth in the following table and in accordance with the priority level assigned to such Error.

Priority Level	Target First Response Time	Target Update Interval From First Response	Target Workaround From First Response
Priority 1	15 minutes (24 X 7)	No less than once every 2 hours	Continuous effort until workaround or Fix provided.
Priority 2	1 Hour	No less than once per Business Day	Subject to Customer availability to work on issue, continuous effort until workaround or Fix provided.
Priority 3	4 Hours	Per action plan, no less than once per week	7 Days
Priority 4	24 Hours	Per action plan, no less	14 Days

than once per week

6. **ESCALATION.** Support Issues which are not resolved within the above time frames will automatically be escalated within BSN in accordance with the following table:

Priority	<sup>st</sup> 1 Level Escalation (Customer Support and Engineering Managers and Directors)	<sup>nd</sup> 2 Level Escalation (VP of Support, Sales, and Engineering)	<sup>rd</sup> 3 Level Escalation (CEO of Big Switch Networks)
Priority 1	4 Hours	12 Hours	36 Hours
Priority 2	8 Hours	24 Hours	72 Hours
Priority 3	7 Days	14 Days	21 Days
Priority 4	14 Days	21 Days	28 Days

7. **REQUIREMENTS FOR SUPPORT.** In order to receive support from BSN, the following requirements must be met, unless expressly waived by BSN after it makes an initial assessment and after consulting with the Customer:

7.1. Customer must assign trained and knowledgeable personnel to work with BSN on the Support Issue. Such personnel will cooperate with and assist BSN and must be available for such time periods as is appropriate based on the applicable Priority Level.

7.2. BSN must be provided with a complete description of the problem, incident or error (detailed textual description, sample data, scenario, call-stack, logs, dumps).

7.3. BSN must be provided with reasonable access to Customer's systems to perform diagnostics and maintenance, including remote access. At BSN's request, Customer will execute reasonable diagnostic routines in accordance with BSN's instructions and report the results of such tests to BSN.

7.4. Implementation of Updates. Customer should implement required Updates that fix specific operational performance ("High Priority Updates") as soon as possible. Customer is aware that failure to implement High Priority Updates may result in decreased performance and/or network vulnerability. Additionally, if Customer fails to implement a release that addresses an issue identified by Customer in a support request, BSN may refuse to accept further support requests on the issue until such time as the corrective release has been implemented.

8. **EXCLUSIONS.** The services provided by BSN hereunder do not cover any defects in the products or any failure of the products to operate or perform that result from: (a) external causes such as accident, abuse, misuse or unreasonable physical, thermal or electrical stress; (b) servicing of the products not authorized by BSN; (c) use of the product other than in accordance with any instructions provided by BSN in the accompanying documentation; (d) failure to perform preventive

maintenance; or (e) use of accessories, parts or components not supplied by BSN or its suppliers. BSN reserves the right to make the final determination as to the existence and cause of any alleged defect.

## 9. MAXIMUM SUPPORT SUBSCRIPTION.

9.1. Hardware. The maximum support term that BSN offers for any hardware appliance is 5 years from the date of shipment. All hardware reaches end-of-support when the earlier of the following happen: (a) support is not renewed, or (b) the end of the fifth year (60 months beyond appliance ship date). This support term may be renewed so long as the total hardware support period is less than 60 months/5 years. The hardware lifecycle is typically 3 years from the manufacturer's GA date, at the end of which is the end-of-sale date. The end-of-sale date is the last day the product can be ordered. Support contracts for hardware are still renewable after the end-of-sale date so long as the total hardware support period is less than 60 months/5 years. Notwithstanding the foregoing, all hardware reaches end-of-support when it is no longer supported under the manufacturer's end-of-life policy. Generally, the manufacturer's end of life policy, including information regarding the availability of spares and replacement parts, can be accessed through the manufacturer's website.

9.2. **SOFTWARE. ALL SOFTWARE REACHES END-OF-SUPPORT WHEN THE SOFTWARE SUBSCRIPTION IS NOT RENEWED.**

## 10. SOFTWARE RELEASE CADENCE.

10.1. The "software release cadence" describes the phases during which software releases are eligible for purchase, patches (fixes), support, and download from the End User Portal. There are three important dates in the "life" of each Major Release and/or Minor Release of the Software: (1) the GA Date, (2) the End of Software Maintenance Date, and (3) the End of Life Date. BSN software releases use the following version numbering scheme: <major version>.<minor version>.<patch version>. The product lifecycle policy guidelines apply to all major and minor releases only. Patch releases will follow the end-of-life policy milestones of the corresponding minor release.

10.2. The GA Date is the date on which a major release and/or minor release of the software is made commercially available for purchase by BSN.

10.3. The End of Software Maintenance Date is the last date on which BSN will issue further bug fixes, patches or updates to that particular major release and/or minor release. The end of software maintenance date is eighteen (18) months after the GA date. During the 18-month period between the GA date and the end of software maintenance date:

10.3.1. Maintenance releases and/or hot fixes are periodically made available for this release.

10.3.2. Release/version is fully supported by BSN support.

10.3.3. Release/version is available for download from end user portal.

10.4. The End of Life Date is the last date on which BSN will provide support for that particular major release and/or minor release. The end of life date is (a) thirty-six (36) months after the GA date) for short lived releases (defined below) and (b) sixty (60) months after the GA date for

Long lived release (defined below). During the period between the end of software maintenance date and the end of life date:

10.4.1. No new patches or fixes will be created for this release.

10.4.2. Support is available for this period, and BSN will use best efforts to provide workarounds for any new software issues encountered.

10.4.3. Customers are encouraged to plan an upgrade to a release that has been GA for 18 months or more.

10.4.4. Release/version is available for download from the end user portal.

10.5. BSN will discontinue support on a software release that is past its End of Life Date (i.e., three (3) years after the GA date for a Short-lived release and five (5) years after the GA date for a Long-lived Release). One a release has reached its End of Life date:

10.5.1. No new patches or fixes will be created for this release. Release is not available for download from the end user portal.

10.5.2. Support will be provided to assist with upgrading to a supported version. Otherwise, BSN’s support team is not obligated to provide assistance on this version of the product.

10.6. Types of Releases under the Software Release Cadence. BSN may, in its sole discretion, designate one release per Major Release to be a “Long-lived” release. A “Long-lived” release will be supported for a maximum period of 5 years from the GA date. All other Major Releases are referred to as “Short-lived releases.” Big Switch recommends Customers looking to deploy and run a particular release for 5 years to move to a “Long-lived” release. Switch hardware included in the “Long-lived” release will continue to be supported until the end of life of the release, so long as the switch is not designated as “end-of-life” by the switch OEM vendor.

10.7. The following table summarizes the current software release cadence:

Milestone	Description	“Short-lived” Release Time Frame	“Long-lived” Release Time Frame
General Availability (GA)	Date when the software is made available for production deployment.	<i>Day 0</i>	<i>Day 0</i>
End of Maintenance (EoM)	Date after which Software defects will not be fixed in this release. (Security vulnerabilities will continue to be fixed beyond this date)	<i>~18 months after GA</i>	<i>~18 months after GA</i>
End of Life (EoL)	Date beyond which Big Switch will	<i>~36 months after</i>	<i>~60 months after</i>

## 11. CONFIDENTIAL INFORMATION

11.1. **“Confidential Information”** means all information disclosed, directly or indirectly, to the other party (the “Receiving Party”) in (i) tangible form and which is designated “Confidential”, “Proprietary”, or “Trade Secret”; (ii) disclosed orally, and summarized in writing as “Confidential”, “Proprietary” or “Trade Secret”, and delivered to the Receiving Party within thirty (30) days of disclosure; or (iii) which by the nature of the information and the circumstances of the disclosure, the Receiving Party should reasonably infer to be confidential or proprietary. Confidential Information does not include information which: (a) is or becomes generally known through no fault of the Receiving Party; (b) is known to the Receiving Party at the time of disclosure, as evidenced by the Receiving Party’s records; (c) is hereafter furnished to the Receiving Party by a third party as a matter of right and without restriction on disclosure; or (d) is independently developed by the Receiving Party without use of or reference to the disclosing party’s Confidential Information. Customer agrees that BSN Product performance and reliability is deemed to be Confidential Information under this Policy.

11.2. The Receiving Party will use a reasonable degree of care to maintain all Confidential Information of the disclosing party in confidence, and neither party will disclose to any third party nor use Confidential Information of the disclosing party for any unauthorized purpose. The Receiving Party may only disclose Confidential Information: (1) to its employees and representatives that have a need to know to accomplish the purposes of this Policy and each of whom are bound to protect the confidentiality of the Confidential Information from unauthorized use and disclosure under the terms of a written agreement with terms as protective of the Confidential Information as those set forth in this Policy; and (2) in response to a valid order of a court or other governmental body or as otherwise required by law to be disclosed, provided the Receiving Party gives sufficient notice to the disclosing party to enable the disclosing party to take protective measures. Except as otherwise expressly set forth in this Policy, no rights or licenses to intellectual property in Confidential Information are granted by either party under this Policy, whether express, implied or otherwise, to the other party. The obligations imposed on the Receiving Party shall survive until such time as the Confidential Information of the disclosing party becomes publicly available and/or made generally known through no action of the Receiving Party. All Confidential Information will be returned immediately to the disclosing party, or destroyed, after the Receiving Party’s need for it has expired, or upon request of the disclosing party or termination of this Policy. Each party agrees that any violation of these confidentiality provisions will cause irreparable injury to the other party entitling the other party to injunctive relief or other equitable relief, in addition to, and not in lieu of, any other remedies such party may be entitled to. The disclosure of Confidential Information will be governed by this Policy, which supersedes any previous confidentiality or nondisclosure agreement executed by or on behalf of the parties. Any such Confidential Information will be treated as if it were disclosed under this Policy (and this Policy were in effect) as of the date of such exchange. The Receiving Party’s obligations under this Section 11 shall survive for five years following the termination of the Support Policy.

11.3. Nothing in this Policy shall prohibit or limit either party's use or disclosure of the U.S. Federal income tax treatment and U.S. Federal income tax structure of any transaction contemplated by this Policy and all materials of any kind (including opinions or other tax analyses) that are provided to it relating to such tax treatment or tax structure, except where confidentiality is necessary to comply with applicable federal or state securities laws.

**12. WARRANTY AND DISCLAIMER.** BSN warrants that the services shall be performed in a professional and workmanlike manner, consistent with industry standards. Customer's sole and exclusive remedy and BSN's sole and exclusive obligation as to any services that do not conform to the foregoing warranty is re-performance of the non-conforming services. Except for the foregoing, BSN makes no warranties or representations to customer or to any other party regarding the services provided by BSN hereunder. To the fullest extent permitted by applicable law, BSN disclaims all other warranties and representations, whether express or implied, including, but not limited to, any implied warranties of merchantability, fitness for a particular purpose or non-infringement, and any warranties arising out of course of dealing or usage of trade. Nothing in this policy will be construed as expanding or adding to the warranty set forth in the end user license policy delivered with the BSN products or the product warranty delivered with the hardware.

**13. LIMITATION OF LIABILITY.** NOTWITHSTANDING ANYTHING ELSE IN THIS AGREEMENT, BSN'S AND ITS SUPPLIERS' CUMULATIVE AND AGGREGATE LIABILITY ARISING OUT OF THIS AGREEMENT AND/OR SALE OF THE PRODUCTS OR SERVICES SHALL BE LIMITED TO THE AMOUNT PAID BY CUSTOMER TO BSN AND/OR ITS CHANNEL PARTNER(S) FOR THE PRODUCTS (AS DEFINED ABOVE). TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AND NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED IN THIS AGREEMENT, IN NO EVENT SHALL BSN HAVE ANY LIABILITY OR OBLIGATION WHATSOEVER FOR ANY LOST PROFITS, LOSS OF DATA OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, OR FOR ANY SPECIAL, INCIDENTAL, INDIRECT, EXEMPLARY, OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR UNDER THIS AGREEMENT OR ANY TRANSACTION CONTEMPLATED HEREUNDER, WHETHER ARISING BY CONTRACT, TORT, OR UNDER ANY THEORY OF LIABILITY, INCLUDING, WITHOUT LIMITATION, THOSE RESULTING FROM THE USE OF PRODUCT PURCHASED HEREUNDER, OR THE FAILURE OF PRODUCTS OR SERVICES TO PERFORM, OR FOR ANY OTHER REASON, EVEN IF BSN IS INFORMED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES OCCURRING. THIS SECTION WILL NOT EXCLUDE ANY LIABILITY FOR DAMAGES THAT CANNOT BE EXCLUDED BY APPLICABLE LAW, PROVIDED THAT TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW ANY SUCH DAMAGES WILL BE SUBJECT TO THE TOTAL AGGREGATE LIABILITY LIMIT SET FORTH IN THIS SECTION ABOVE. CUSTOMER ACKNOWLEDGES AND AGREES THAT BSN HAS ESTABLISHED ITS PRICES AND ENTERED INTO THIS AGREEMENT IN RELIANCE UPON THE WARRANTY DISCLAIMERS AND THE LIABILITY LIMITATIONS SET FORTH HEREIN, THAT THESE DISCLAIMERS AND LIMITATIONS REFLECT AN ALLOCATION OF RISK BETWEEN THE PARTIES (INCLUDING THE RISK OF FAILURE OF THE ESSENTIAL PURPOSE OF ANY CONTRACT REMEDY AND RISK OF CONSEQUENTIAL LOSS), AND THAT THESE DISCLAIMERS AND LIMITATIONS FORM AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES. THESE LIMITATIONS SHALL APPLY NOTWITHSTANDING THE FAILURE OF THE ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

**14. MISCELLANEOUS.** This policy shall be governed by and interpreted in accordance with the laws of the

state of California, USA except for its choice of law rules. For any disputes arising out of this policy, except for those relating to payments, customer consents to the personal and exclusive jurisdiction of, and venue in, the state and federal courts within Santa Clara county, California, USA. Notwithstanding the foregoing, either party may seek interim injunctive relief in any court of appropriate jurisdiction with respect to any alleged breach of such party's intellectual property or proprietary rights or a breach or alleged breach of section 11 of this policy. Customer may not assign, sub-contract and/or delegate its rights and obligations under this policy without the prior written consent of BSN. Any assignment, sub-contract and/or delegation in violation of the foregoing is void. BSN may assign, sub-contract, and/or delegate any or all of its rights and/or obligations under this policy to any BSN affiliate, or to a surviving entity in the case of a merger, acquisition, divestiture, consolidation or corporate reorganization (whether or not the BSN is the surviving entity), without the consent of customer upon written notice to customer, which notice shall include the contact information and address of the BSN affiliate for purposes of giving notices under this policy. Neither party will be responsible for any failure to perform due to causes beyond its reasonable control.

## Exhibit A

### DEFINITIONS

Capitalized terms used in this Policy that are not otherwise defined herein have the meaning as set forth below.

“**Bug Fixes**” means bug fixes, error corrections, patches and workarounds for the BSN Software that BSN makes generally available to its customers under a valid Policy, at no additional cost.

“**Business Days**” means Mondays through Fridays, except for U.S. government holidays.

“**Business Hours**” means 9:00 am to 5:00 pm PST/PDT on Business Days.

“**Error**” means an error in a BSN Product that significantly degrades such BSN Product as compared to BSN’s published performance specifications.

“**Error Correction**” means the use of reasonable commercial efforts to correct Errors.

“**Fix**” means the repair or replacement of object or executable code versions of a BSN Product or documentation to remedy an Error.

“**Response Time**” is the time from initial support ticket creation to ticket acceptance as recorded in BSN’s support systems.

“**Update**” means a software release that provides Bug Fixes for features that aren't working quite right and minor software enhancements. A Software Update is sometimes called a patch because it is installed over software Customer is already using and it isn't a full software package installation. Updates are delivered for free under this Policy.

**EXHIBIT B**

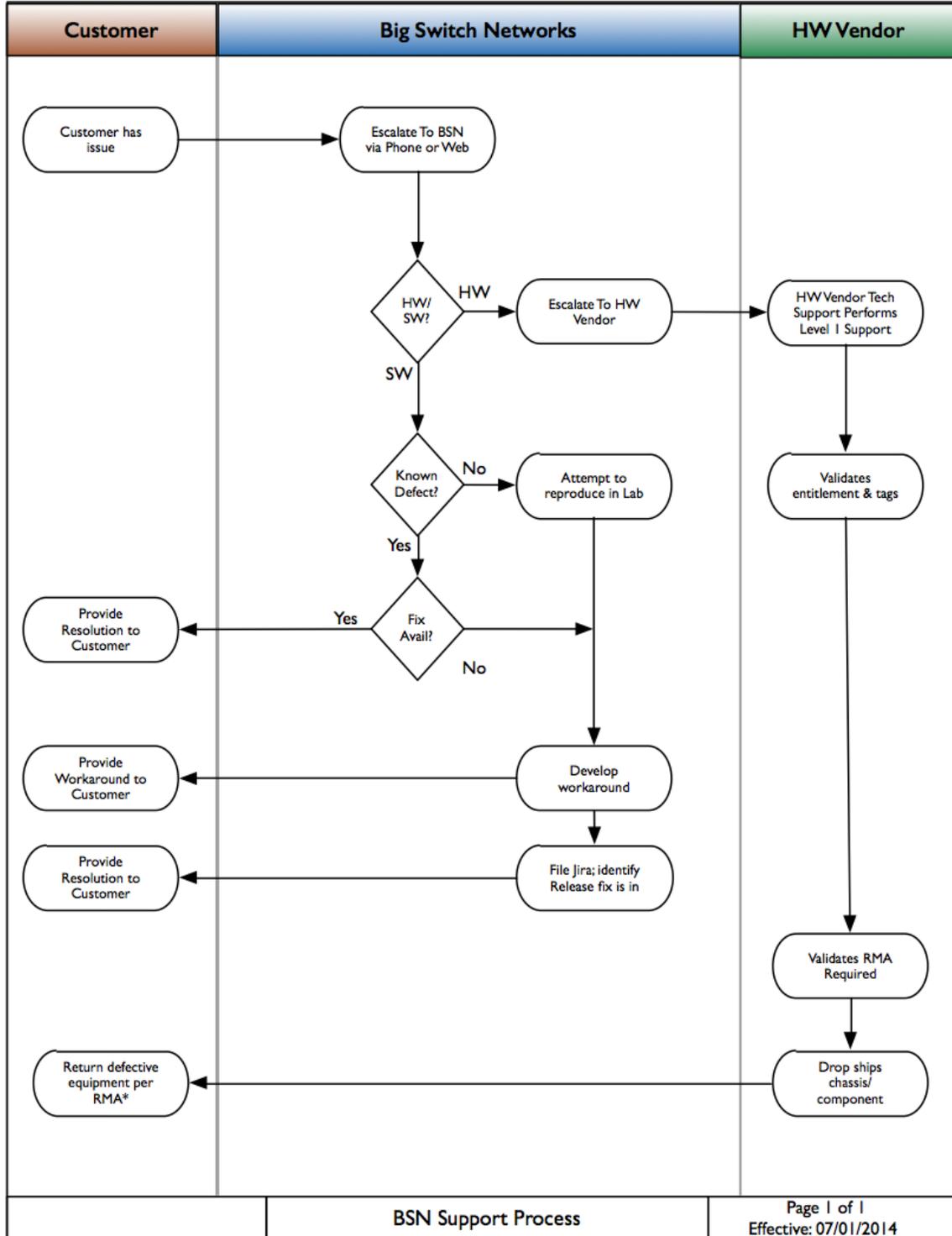
**SUPPORT CONTACT INFORMATION**

**BSN Support Team Contact Information:**

<b>Telephone Support</b>	Call 1-800-653-0565, Option 2
<b>Email Support</b>	support@bigswitch.com
<b>BSN Support Website</b>	<a href="http://www.bigswitch.com/support">www.bigswitch.com/support</a>

**Exhibit C**

**Big Switch Networks Support Process**



BSN Support Process

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Effective: 07/01/2014

\* Customer does not need to return equipment if they have purchased the "RMA - Retain Hardware" option

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