

Ruckus Support Policies for New and Renewal Support Purchases, Unsupported Devices and Expired Support Contracts

New and Renewal Support Contracts

New support contracts on hardware devices or software begin on the date of invoice. New support contracts should be purchased simultaneous with the product purchase, but in any case must be purchased within 180 days of hardware or software purchase.

All renewal orders placed from distribution to Ruckus must have renewal quotes attached. There are no credits given for unused support.

Support contracts should be maintained continuously. In the event that a support contract has lapsed, Renewal orders must cover any lapsed periods in coverage. That is, an expired renewal contract must be back-dated to the point where the previous support contract expired, and any renewal of any lapsed contract is only available on working equipment. In the event that the coverage lapse is longer than six (6) months, an additional reinstatement fee must be paid in order to allow the support renewal, over and above the requirement to back-date to the prior expiration. Additionally, the term of the renewal contract must be at least three years (3) forward from the reinstatement date, so a co-term quote will need to be created. The reinstatement fee is a one-time, non-refundable fee, and does not apply to the purchase of the support services contract. Service contract reinstatement fees depend on the specific equipment as detailed below.

There is no option to reinstate Advance Replacement support coverage on APs if the support has lapsed for more than 6 months (803/823 Contracts).

Reinstatement Fee Schedule

Description	Reinstatement SKU	Price/Unit
ZD 1K Controller Reinstatement	809-REIN-ZD1K	\$410
ZD 3K Controller Reinstatement	809-REIN-ZD3K	\$2625
ZD 5K Controller Reinstatement	809-REIN-ZD5K	\$12,250
Per ZD AP License Reinstatement	809-REIN-LIZD	\$60 per license (bundled license packages will be a multiple)
Indoor Standalone AP Support Reinstatement	809-REIN-APIN	\$165
Outdoor Standalone AP Support Reinstatement	809-REIN-APOD	\$550
AP Advance Replacement (803/823) Support Reinstatement	Not Available	Not Available
S104 Reinstatement	809-REIN-S104	\$1,750
S124 Reinstatement	809-REIN-S124	\$3,500
SCG Reinstatement	809-REIN-SCGW	\$33,250
vSCG Reinstatement	809-REIN-VSCG	\$350
Per SZ AP License Reinstatement	809-REIN-SZLI	\$40

For discounting purposes, all prices above should be treated in the same manner as End User WatchDog Support.

Example:

Customer owns ZD-1205 (901-1205-WW00), with a total of 10 attached APs, so customer also owns 5 AP license upgrades (909-0001-ZD12). Support expired on 4/30/2015. Assume today is 5/1/2016, so the renewal has been expired for one year.

Original Support Contracts:

Contract SKU	Quantity	Unit Price	Extended Price	Expiration
801-1205-1000	1	\$219	\$219	4/30/2015
801-1201-1L00	5	\$30	\$150	4/30/2015

Renewal with Reinstatement Fee – backdate to previous expiration date, plus 3 years forward:

Reinstatement SKU	Quantity	Unit Price	Extended Price	Expiration
809-REIN-ZD1K	1	\$410	\$410	N/A
809-REIN-LIZD	5	\$60	\$300	N/A
Contract SKU	Quantity	Coterm Unit Price (4 years total, One Year Backdate, 3 years Forward)	Extended Renewal Price	Expiration
821-1205-3000	1	\$627	\$627	5/1/2018
821-1201-3L00	5	\$87	\$435	5/1/2018

Note that the Reinstatement fees are a one-time payment. We will pro-rate the “best fit” support SKU to accomplish the backdating and 3 years forward renewal term – in most cases this will be the 3-year contract.

Revised May 11, 2016