Lv1	Lv2	Lv3	Products	Warranty Period	Hardware Replacement Service Level[1] AR - Advance Replacement RFR - Return For Repair	BHRSS - Business Hours Remote Support Service[2] (9:00 – 18:00 CET)
		Chassis Switch	S12704, S12708, S12710, S12712	12 Months	AR: 10BD-Ship	90 Days
			S9703, S9706, S9712	12 Months	AR: 10BD-Ship	90 Days
			S9303, S9306, S9312	12 Months	AR: 10BD-Ship	90 Days
			S7703, S7706, S7712	Lifetime	AR: NBD-Ship	90 Days
			S6720S-16X-LI-16S	Lifetime	AR: NBD-Ship	90 Days
			S6720S-26Q-EI-24S / -LI-24S	Lifetime	AR: NBD-Ship	90 Days
			S6720S-32C-SI / -PWH-SI	Lifetime	AR: NBD-Ship	90 Days
			S6720S-32X-LI-32S / -SI-32S	Lifetime	AR: NBD-Ship	90 Days
			S6720S-52X-PWH-SI	Lifetime	AR: NBD-Ship	90 Days
			S6720S-56C-PWH-SI	Lifetime	AR: NBD-Ship	90 Days
			S6720-30C-EI-24S	Lifetime	AR: NBD-Ship	90 Days
			S6720-54C-EI-54S / -48S	Lifetime	AR: NBD-Ship	90 Days
			S6700-24-EI	Lifetime	AR: NBD-Ship	90 Days
			S6700-48-EI	Lifetime	AR: NBD-Ship	90 Days
			S5730-48C-xx	Lifetime	AR: NBD-Ship	90 Days
			S5730-68C-xx	Lifetime	AR: NBD-Ship	90 Days
			S5721-28X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5720S-28P-xx / -28X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5720S-52P-xx / -52X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5720-12TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S5720-16X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5720-28P-xx / 28X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5720-32C-xx / 32P-xx / -32X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5720-36C-xx / -36PC-xx	Lifetime	AR: NBD-Ship	90 Days
			S5720-50X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5720-52P-xx / -52X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5720-56C-xx / -56PC-xx	Lifetime	AR: NBD-Ship	90 Days
			S5710-108C-xx	Lifetime	AR: NBD-Ship	90 Days
			S5710-28C-xx	Lifetime	AR: NBD-Ship	90 Days
			S5710-52C-xx	Lifetime	AR: NBD-Ship	90 Days

	Campus Switch & WLAN	Fixed Switch	S5701-28TP-xx / 28X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5700S-28P-xx / -28X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5700S-52P-xx / -52X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5700HI	Lifetime	AR: NBD-Ship	90 Days
			S5700-10P-xx	Lifetime	AR: NBD-Ship	90 Days
			S5700-24TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S5700-26X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5700-28C-xx / -28P-xx / -28TP-xx / -28X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5700-48TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S5700-52C-xx / -52P-xx / -52X-xx	Lifetime	AR: NBD-Ship	90 Days
			S5700-LI	Lifetime	AR: NBD-Ship	90 Days
			S3700-HI	Lifetime	AR: NBD-Ship	90 Days
			S3700-26C-HI	Lifetime	AR: NBD-Ship	90 Days
			S3700-28TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S3700-52P-xx	Lifetime	AR: NBD-Ship	90 Days
			S2751-28TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S2750-20TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S2750-28TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S2720-12P-xx	Lifetime	AR: NBD-Ship	90 Days
			S2720-28TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S2720-52TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S2710-52P-xx	Lifetime	AR: NBD-Ship	90 Days
			S2700-9TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S2700-18TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S2700-26TP-xx	Lifetime	AR: NBD-Ship	90 Days
			S2700-52P-xx	Lifetime	AR: NBD-Ship	90 Days
			S1728GWR-xx	36 Months	AR: 10BD-Ship	90 Days
			S1724G-xx	36 Months	AR: 10BD-Ship	90 Days
			S1720X-16XWR-xx	36 Months	AR: 10BD-Ship	90 Days
			S1720X-32XWR-xx	36 Months	AR: 10BD-Ship	90 Days
			S1720-10GW-xx	36 Months	AR: 10BD-Ship	90 Days
			S1720-20GFR-xx	36 Months	AR: 10BD-Ship	90 Days
			S1720-28GFR-xx / -28GWR-xx	36 Months	AR: 10BD-Ship	90 Days
			S1720-52GFR-xx / -52GWR	36 Months	AR: 10BD-Ship	90 Days

			S1700-8-xx	36 Months	AR: 10BD-Ship	90 Days
			S1700-16G	36 Months	AR: 10BD-Ship	90 Days
			S1700-24-xx / -24GR-xx	36 Months	AR: 10BD-Ship	90 Days
			S1700-28FR-xx / -28GR-xx / -28GFR-xx	36 Months	AR: 10BD-Ship	90 Days
			S1700-52FR-xx / -52GR-xx / -52GFR-xx / -52R-xx	36 Months	AR: 10BD-Ship	90 Days
		WLAN Access Point Indoor	AP2010DN, AP2030DN, AP2050DN, AP4030DN, AP4050DN, AP4051DN, AP4130DN/TN, AP4151DN, AP5010DN/SN, AP5030DN, AP5130DN, AP6010DN/SN, AP6050DN, AP7030DE, AP7050DE/DN, AP7110DN/SN	Lifetime	AR: NBD-Ship	90 Days
			AD9430DN	Lifetime	AR: NBD-Ship	90 Days
			R230D, R240D, R250D, R450D	Lifetime	AR: NBD-Ship	90 Days
			AP6310SN/ -GN	12 Months	AR: 10BD-Ship	90 Days
		WLAN Access Point Outdoor	AP6510DN, AP6511DN, AP6610DN, AP8050DN, AP8150DN, AP9131DN, AP9132DN	12 Months	AR: 10BD-Ship	90 Days
			AP8030DN, AP8130DN/ -W	Lifetime	AR: NBD-Ship	90 Days
		WLAN Access Controller	WS6603	12 Months	AR: 10BD-Ship	90 Days
			AC6005, AC6605	12 Months	AR: 10BD-Ship	90 Days
			S77/97 SPU Card	12 Months	AR: 10BD-Ship	90 Days
	Data Center Switch	Core Center	CE12704/S, CE12804/S, CE12808/S, CE12812, CE12816	12 Months	AR: 10BD-Ship	90 Days
		Data Center Access Switch	CE8850, CE8860	12 Months	AR: 10BD-Ship	90 Days
			CE7850, CE7855	12 Months	AR: 10BD-Ship	90 Days
			CE6810, CE6850, CE6851, CE6855, CE6860, CE6870	12 Months	AR: 10BD-Ship	90 Days
			CE5810, CE5850, CE5855	12 Months	AR: 10BD-Ship	90 Days
	Enterprise Gateway	Access Router	AR3260, AR3270	12 Months	AR: 10BD-Ship	90 Days
			AR2201, AR2204/C, AR2220/E, AR2240	12 Months	AR: 10BD-Ship	90 Days
			AR1220/ C/ E/ EV/ EVW/ F/ L/ V/ VW/ W	12 Months	AR: 10BD-Ship	90 Days
			AR502, AR503, AR509, AR531, AR550	12 Months	AR: 10BD-Ship	90 Days
			AR201, AR206, AR207/VV-P, AR207G-HSPA+7, AR208E	12 Months	AR: 10BD-Ship	90 Days
			AR161 / EW/ F/ F-DGP/ FG/ FGVW-L/ FGW-L/ FV/ FW/G/ G-L/ W, AR162/F, AR168/F, AR169 EGW/ EW/ F/ FGVW-L/FGW-L/FVW/FW/G/G-L/GVW-L/ W	12 Months	AR: 10BD-Ship	90 Days

			AR151, AR156/W, AR157/VW/W, AR157G-HSPA+7, AR158E/ EVW	12 Months	AR: 10BD-Ship	90 Days
			AR121 / W, AR129 /CGVW-L/ CV/ CVW/ W	12 Months	AR: 10BD-Ship	90 Days
			AR109 GW/ GW-L/ W	12 Months	AR: 10BD-Ship	90 Days
		IOT Gateway	AR2504 / E	12 Months	AR: 10BD-Ship	90 Days
			AR1504	12 Months	AR: 10BD-Ship	90 Days
			AR550 / C/ E	36 Months	AR: 10BD-Ship	90 Days
			AR502 CG/ EG/ EGR/ EGW, AR503, AR509 CGW/ G/ GW	12 Months	AR: 10BD-Ship	90 Days
			AR531	12 Months	AR: 10BD-Ship	90 Days
Enterprise Networking	Router & Carrier Ethernet	Universal Service Routers	NE40E-X3/ 3A, NE40E-X8/ 8A, NE40E-X16A, NE40E-M2H	12 Months	AR: 10BD-Ship	90 Days
			NE20E-S2E/ S2F/ S16/ S8/ S4	12 Months	AR: 10BD-Ship	90 Days
			NE05E, NE08E	12 Months	AR: 10BD-Ship	90 Days
			ME60-X3/ 8/ 8A/ 16/ 16A	12 Months	AR: 10BD-Ship	90 Days
			ATN 905/ 910/ 910B/ 910I/ 950B	12 Months	AR: 10BD-Ship	90 Days
			SIG9800-X3, SIG9800-X8, SIG9800-X16	12 Months	AR: 10BD-Ship	90 Days
			OptiX PTN 905A/B, PTN 906A, PTN 910/ 910-F, PTN 950, PTN 960, PTN 970, PTN 990, PTN 1900, PTN 3900/ 3900-8/12, PTN 7900-12/-24/-32	12 Months	RFR: 30BD-Ship	90 Days
		Core Router	NE5000E-X16/A, NE9000-20	12 Months	AR: 10BD-Ship	90 Days
	Transmission Network	Wave-length Division Multiplexing (WDM)	OptiX OSN 810/ 850, OSN 1800/ 1800V, OSN 6800/ 6800 OLA, OSN 8800/ 8800 T16, OSN 9800 U16/ U32/ U64, OSN902	12 Months	RFR: 30BD-Ship	90 Days
		Multiservice Transmission Platform (MSTP)	OptiX Metro 100	12 Months	RFR: 30BD-Ship	90 Days
			OptiX OSN 500, OSN 550, OSN 580	12 Months	RFR: 30BD-Ship	90 Days
			NGSDH: OptiX OSN 1500A/B, OSN 2500, OSN 3500, OSN 7500/7500II, OSN 9560	12 Months	RFR: 30BD-Ship	90 Days
			(For MSTP) ETP4830, ETP4890, ETP24160, ETP48120, ETP48150, ETP48200/B	12 Months	RFR: 30BD-Ship	90 Days
			(For MSTP) TP8200B, TP48600B, TP48400B, TP481200B, TP482000B	12 Months	RFR: 30BD-Ship	90 Days
			(For Transmission) TP48200A, MTS9000A	12 Months	RFR: 30BD-Ship	90 Days
			(For MSTP) PowerCube 500, 1000	12 Months	RFR: 30BD-Ship	90 Days
			(For Microwave) PowerCube 500, 1000	12 Months	RFR: 30BD-Ship	90 Days

		Microwave	OptiX RTN 310, RTN 360, RTN 380/ 380e/ 380H, RTN 510, RTN 905/ 905e, RTN 910, RTN 950/ 950A, RTN 980/ 980L(Split LH)/ 980L(Integrated LH), OptiX PMP 450(ePMP 1000)	12 Months	RFR: 30BD-Ship	90 Days
	Access Network	GigaFiber&GigaCoax	DSLAM: MA5600/ (MA5603)/ (F01D)/ (F01D500)/ (F01D2000)	12 Months	RFR: 30BD-Ship	90 Days
			OLT Series: SmartAX EA5800-X2/X7/X15/X17, MA5600T/ (MSO)/ (F01T500)/ (F01D2000), MA5603T/ (MSO)/ (F01D500)/ (F01S300)/ (F01T300)/ (F01T500), MA5608T(MSO)/ (F01S100)/ (F01S200), MA5800-X2/X7/X17	12 Months	RFR: 30BD-Ship	90 Days
			Cable CMC: SmartAX MA5633	12 Months	RFR: 30BD-Ship	90 Days
			MxU LAN Series: SmartAX EA5821, EchoLife EG8080P/ EG8280P, MA5611S, MA5612/ (F01S50), MA5616/ (F01S50)/ (F01S00)(SMART)/ (F01S200)/ (F01S300),	12 Months	RFR: 30BD-Ship	90 Days
			EoC MA5631, MA5632 PON+D-CMTS MA5633	12 Months	RFR: 30BD-Ship	90 Days
			Synlock BITS V3, BITS V5, BITS T6020	12 Months	RFR: 30BD-Ship	90 Days
			EDFA&WDM1r	12 Months	RFR: 30BD-Ship	90 Days
		GigaCopper	Copper Series: SmartAX MA5611S, MA5616, MA5620/(F01S50), MA5621/A/, MA5622A, MA5623/A/, MA5626/ (F01C100B), MA5628, MA5631, MA5632, MA5633, MA5650(Series), MA5669, MA5670(Series), MA5690(Series), MA5811S, MA5818, MA5820(MA5821/22), MA5871, MA5878, MA5898	12 Months	RFR: 30BD-Ship	90 Days
			High Density UA5000(HB)/ (HB)(Enterprise)/ (HF)/ (F01D)/ (F01M200)	12 Months	RFR: 30BD-Ship	90 Days
			Distribution Frame: JPX202(MDF)/ (JPX01 MDF)	12 Months	RFR: 30BD-Ship	90 Days
			10G PON: EchoLife HN8055Q, HN8245Q	N/A	N/A	90 Days
			Gateway without WiFi: EchoLife EG8040P, EG8240P	N/A	N/A	90 Days

		Optical Network Terminal (ONT)	WiFi: EchoLife EG8045H, EG8245H, EG8247H, EG8247W, HG8045A/D/H/Q, HG8121H, HG8245/D/H/Q/Q2/T, HG8247/H/T	N/A	N/A	90 Days
			Bridge: EchoLife EG8040H, EG8240H, EG8242H, EG8010H, HG8010H, HG8012H, HG8040H/P, HG8110H, HG8240H/u, HG8242/H	N/A	N/A	90 Days
			Mini MxU LAN Series: SmartAX MA5871, MA5621A, MA5670, MA5671, MA5672, MA5673	N/A	N/A	90 Days
		xDSL CPE	Broadband: DN8245W-10, DU8245W-10, MT992-10	N/A	N/A	90 Days
			Traditional: HG531 V1-10, HG630a-50, HG659-13	N/A	N/A	90 Days
		Management Software	Software: Series Management Software for MA and UA series iManager N2000	90 Days	N/A	Warranty Period
	Security	Firewall & VPN Gateway	USG2110-A-W/ -A-GW-W/ -A-GW-C, USG2110-F, USG2110-F-W, USG2160/W	12 Months	AR: 10BD-Ship	90 Days
			USG2230, USG2260	12 Months	AR: 10BD-Ship	90 Days
			USG5120, USG5150	12 Months	AR: 10BD-Ship	90 Days
			USG5520S, USG5530, USG5530S, USG5550, USG5560	12 Months	AR: 10BD-Ship	90 Days
			USG6305, USG6310S, USG6320, USG6330, USG6350, USG6360, USG6370, USG6380, USG6390	12 Months	AR: 10BD-Ship	90 Days
			USG6620, USG6630, USG6650, USG6660, USG6670, USG6680	12 Months	AR: 10BD-Ship	90 Days
			USG9520, USG9550, USG9560, USG9580	12 Months	AR: 10BD-Ship	90 Days
		NFV Security	USG6000V (Software product)	90 Days	N/A	Warranty Period
		Anti-DDoS Gateway	AntiDDoS1650/ 1680	12 Months	AR: 10BD-Ship	90 Days
			AntiDDoS1520/ 1550/ 1500D	12 Months	AR: 10BD-Ship	90 Days
			AntiDDoS8030/ 8080/ 8160	12 Months	AR: 10BD-Ship	90 Days
		Advanced Threat prevention	FireHunter6000	12 Months	AR: 10BD-Ship	90 Days
			LogCenter	90 Days	N/A	Warranty Period
		Intrusion Prevention System (IPS) & Intrusion Detection System (IDS)	NIP6630, NIP6610, NIP6620, NIP6650, NIP6680	12 Months	AR: 10BD-Ship	90 Days
			NIP5200D, NIP5200D	12 Months	AR: 10BD-Ship	90 Days
			NIP5100, NIP5200	12 Months	AR: 10BD-Ship	90 Days
			NIP2200, NIP2200D	12 Months	AR: 10BD-Ship	90 Days

			NIP2100, NIP2100D	12 Months	AR: 10BD-Ship	90 Days
		Secure Web Gateway	ASG2050, ASG2100, ASG2150, ASG2600, ASG2800	12 Months	AR: 10BD-Ship	90 Days
		Antivirus gateway	AVE2200, AVE2600, AVE2800	12 Months	AR: 10BD-Ship	90 Days
		Access Gateway	SVN2230, SVN2260	12 Months	AR: 10BD-Ship	90 Days
			SVN2530, SVN5530	12 Months	AR: 10BD-Ship	90 Days
			SVN5830, SVN5850, SVN5860, SVN5880/-C	12 Months	AR: 10BD-Ship	90 Days
		Security Software	TSM, DSM, VSM, UMA, iSOC, OIC	90 Days	N/A	Warranty Period
		Internet Cache Solution	iCache3200	12 Months	AR: 10BD-Ship	90 Days
		Unified Security Management	VSM	90 Days	N/A	Warranty Period
			eLog	90 Days	N/A	Warranty Period
	SDN Controller	Agile Controller	Hardware - Agile Controller-Campus/ -DCN	36 Months	AR: NBD-Ship	Warranty Period
			Software - Agile Controller-Campus/ -DCN	90 Days	N/A	Warranty Period
	Network Management	Management System / OSS	eSight, eSight Network	90 Days	N/A	Warranty Period
			SingleOSS-FBB: iManager U2000-COMMON/ U2000-B/ U2000-T/ U2000-IP/ U2000_IP_PTN, iManager NetMatrix, iManager N2510, uTraffic-IP	90 Days	N/A	Warranty Period
		Enterprise Storage (OceanStor)	Dorado6000/ V3	36 Months	AR: NBD-Ship	Warranty Period
			Dorado5000/ V3, Dorado5100	36 Months	AR: NBD-Ship	Warranty Period
			Dorado2100, Dorado2100 G2	36 Months	AR: NBD-Ship	Warranty Period
			18000 V3, 18500/F V3/V5, 18800/F V3/V5	36 Months	AR: 4HR	Warranty Period
			S6800, S6800T, 6800/F V3/V5	36 Months	AR: NBD-Ship	Warranty Period
			S5800, S5800T, 5800/F V3/V5	36 Months	AR: NBD-Ship	Warranty Period
			S5600, S5600T, 5600/F V3/V5	36 Months	AR: NBD-Ship	Warranty Period
			S5500, S5500T, 5500/F V3/V5	36 Months	AR: NBD-Ship	Warranty Period
			S5300, 5300/F V3/V5	36 Months	AR: NBD-Ship	Warranty Period
			2800 V3/V5	36 Months	AR: NBD-Ship	Warranty Period
			S2600T, S2600T V2, 2600 V3	36 Months	AR: NBD-Ship	Warranty Period
			S2200T, S2200T V1, 2200 V3	36 Months	AR: NBD-Ship	Warranty Period
		Storage Networking	SNS5120, SNS5192, SNS5384, SNS5604, SNS5608	36 Months	AR: NBD-Ship	Warranty Period
			SNS3096, SNS3664	36 Months	AR: NBD-Ship	Warranty Period
			SNS2224, SNS2248, SNS2624	36 Months	AR: NBD-Ship	Warranty Period
			SNS2120, SNS2124	36 Months	AR: NBD-Ship	Warranty Period
			S8100	36 Months	AR: NBD-Ship	Warranty Period

Enterprise Data Center	Storage	Cloud Storage (OceanStor)	9000, 9000 V1R1, 9000 V3R5, 9000E, 9000 V3R6	36 Months	AR: NBD-Ship	Warranty Period
			N8500 V2R1/ V2R2	36 Months	AR: NBD-Ship	Warranty Period
			VTL Solution	36 Months	AR: NBD-Ship	Warranty Period
		Cloud Storage Backup	OceanStor Backup Software	90 Days	N/A	Warranty Period
		Cloud Storage Management	OceanStor BCManager	90 Days	N/A	Warranty Period
			OceanStor DJ	90 Days	N/A	Warranty Period
		NAS	N8300, N8500	36 Months	AR: NBD-Ship	Warranty Period
		VTL	VTL3500, VTL6000, VTL6900	36 Months	AR: NBD-Ship	Warranty Period
		VIS	VIS6300, VIS6600T	36 Months	AR: NBD-Ship	Warranty Period
		UDS	UDS	36 Months	AR: NBD-Ship	Warranty Period
		HDP	HDP3500, HDP3500E	36 Months	AR: NBD-Ship	Warranty Period
		Software	Basic Software for Block (including Device Management and Cloud Service)	90 Days	N/A	Warranty Period
			Data Protection Hyper Software Suite	90 Days	N/A	Warranty Period
			InfraControl	90 Days	N/A	Warranty Period
			NAS License Software Suite	90 Days	N/A	Warranty Period
			SMARTPAK Software Suite	90 Days	N/A	Warranty Period
			SystemReporter	90 Days	N/A	Warranty Period
			UltraAPM, UltraPath, UltraVR	90 Days	N/A	Warranty Period
	Cloud Computing	FusionCloud & Desktop	FusionSphere	90 Days	N/A	Warranty Period
			FusionStorage Block	90 Days	N/A	Warranty Period
			ManageOne	90 Days	N/A	Warranty Period
			FusionAccess	90 Days	N/A	Warranty Period
			FusionAccess TC (Thin Client)	N/A	N/A	90 Days
			FusionSphere Outsourcing	90 Days	N/A	Warranty Period
			ManageOne Outsourcing	90 Days	N/A	Warranty Period
			SD-DC2 Solution	90 Days	N/A	Warranty Period
			EDC Outsourcing	90 Days	N/A	Warranty Period
		FusionInsight	FusionInsight HD/ LibrA	90 Days	N/A	Warranty Period
		FusionServer	RH8100 V3, 8100 V5	36 Months	AR: NBD-Ship	Warranty Period
			RH5288 V3, 5288 V3	36 Months	AR: NBD-Ship	Warranty Period
			RH5885/ V3, RH5885H V3	36 Months	AR: NBD-Ship	Warranty Period
			RH2485, RH2488, 2488/H V5	36 Months	AR: NBD-Ship	Warranty Period
			RH2265, RH2268	36 Months	AR: NBD-Ship	Warranty Period
			RH2285, RH2288/ V3/V5(Series)	36 Months	AR: NBD-Ship	Warranty Period
			RH1285, RH1288/ V3/V5(Series)	36 Months	AR: NBD-Ship	Warranty Period

	Server	Rack Server	N2000/ 2000H V3	36 Months	AR: NBD-Ship	Warranty Period
			X6000/ V3/V5(Series), X6800(Series), X8000	36 Months	AR: NBD-Ship	Warranty Period
			SAP HANA-RH2288H V3/ -RH5885H V3/ -RH8100 V3/ -9016	36 Months	AR: NBD-Ship	Warranty Period
			PCIe: ES2000	36 Months	AR: NBD-Ship	Warranty Period
			PCIe: ES3000, ES3000 V2, ES3000 V3	36 Months	AR: NBD-Ship	Warranty Period
			App Server: N2000 NAS	36 Months	AR: NBD-Ship	Warranty Period
			App Server: Exchange	36 Months	AR: NBD-Ship	Warranty Period
		FusionServer Blade Server	CH121 V3/V5, CH140 V3, CH220 V3, CH222 V3, CH225 V3, CH226 V3, CH242 V3/V5, CH242 V3 DDR4	36 Months	AR: NBD-Ship	Warranty Period
			E9000 (Series)	36 Months	AR: NBD-Ship	Warranty Period
			E6000	36 Months	AR: NBD-Ship	Warranty Period
			FusionServer LCS (V3/V5 blade)	36 Months	AR: NBD-Ship	Warranty Period
		Fusion Cube	VSAN Solution-(Series)	36 Months	AR: NBD-Ship	Warranty Period
			FusionCube 9000-(Series)	36 Months	AR: NBD-Ship	Warranty Period
			FusionCube 9000-Block Storage Software	90 Days	N/A	Warranty Period
			FusionCube 6000-(Series), 6000C	36 Months	AR: NBD-Ship	Warranty Period
			FusionCube 6000-Block Storage Software	90 Days	N/A	Warranty Period
			FusionCube 2000-(Series)	36 Months	AR: NBD-Ship	Warranty Period
			FusionCube BigData Machine	36 Months	AR: NBD-Ship	Warranty Period
		KunLun	9008, 9016, 9032	36 Months	AR: NBD-Ship	Warranty Period
		Atlas	G5500	36 Months	AR: NBD-Ship	Warranty Period
	Integrated Communications	Integrated Communications Platform	eSpace BIR, POP, VTM, AEP, POP, ICS, POM, CRS, CDS, DS CAD, VTC Equipment	12 Months	AR: 10BD-Ship	90 Days
			eSpace BIR, POP, VTM, AEP, POP, ICS, POM, CRS, CDS, DS CAD, VTC Software and License	90 Days	N/A	Warranty Period
		Automatic Call Distributor	UAP2100, 3300 Equipment	12 Months	AR: 10BD-Ship	90 Days
			UAP2100, 3300 Software and License	90 Days	N/A	Warranty Period
	Enterprise SBC	eSBC Platforms	SE1000-E300/ -E600/ -SW, SE2900	12 Months	AR: 10BD-Ship	90 Days
			SE1000-E300/ -E600/ -SW, SE2900 Software and License	90 Days	N/A	Warranty Period
		IP Cameras	IPC61xx, IPC62xx, IPC63xx, IPC65xx, IPC66xx, M series, X series	36 Months	AR: 10BD-Ship	90 Days
			Safecity Standard Video Site, Third Party Specialty Cameras, IPE, Smart IPC	12 Months	AR: 10BD-Ship	90 Days

Enterprise Cloud Communications	Video Surveillance	Video Surveillance Platforms	VCM5010, VCM5020	36 Months	AR: 10BD-Ship	90 Days
			Video Cloud Node: VCN30xx, VCN5xx	36 Months	AR: 10BD-Ship	90 Days
			SoftVCN: VCN30xx, VCN5xx	90 Days	N/A	Warranty Period
		Video Encoders and Decoders	Decoder: eSpace DEC6001-E, DEC6108	36 Months	AR: 10BD-Ship	90 Days
	Enterprise Core Network	Convergent Collaboration Suite	CCS9000	12 Months	AR: 10BD-Ship	90 Days
		Enterprise IMS	ATS9900, CSC3300, SPG2800, iCG9815, MRP6600, IMS Common Part, SingleSDB, UMG8900, UAC3000	12 Months	AR: 10BD-Ship	90 Days
		Element Manager	U2000-CN(Series)	90 Days	N/A	Warranty Period
	Cloud UC	Cloud UC Gateways	eSpace U19xx, U29xx, SoftCo, IAD, EGW, USM Equipment	12 Months	AR: 10BD-Ship	90 Days
			eSpace U19xx, U29xx, SoftCo, USM Software and License	90 Days	N/A	Warranty Period
		Cloud UC Applications	eSpace USM, ECS, UMS, UC Audio Recorder, EMS, AS, Equipment	12 Months	AR: 10BD-Ship	90 Days
			eSpace USM, ECS, UMS, UC Audio Recorder, EMS, AS, Software and License	90 Days	N/A	Warranty Period
		IP Telephony Endpoints	eSpace 68xx, 78xx, 79xx, 88xx, 89xx	12 Months	AR: 10BD-Ship	90 Days
	Telepresence and Videoconferencing	Convergent Conferencing	Soft Client: VC100, TE Mobile, TE Desktop	90 Days	N/A	Warranty Period
		Videoconferencing Infrastructure	MCU: VP86xx, VP96xx, ViewPoint 8650/C, 8660	12 Months	AR: 10BD-Ship	90 Days
			MCU: VP96xx Software and License	90 Days	N/A	Warranty Period
			Recording and Streaming System: RSE6500	12 Months	AR: 10BD-Ship	90 Days
			Gateway: UGW9500	12 Months	AR: 10BD-Ship	90 Days
			Management System: EMP, RM, MM, GK, SMC2.0 SC SwitchCenter Equipment	12 Months	AR: 10BD-Ship	90 Days
			Management System: EMP, RM, MM, GK, SMC2.0, SC SwitchCenter Software and License	90 Days	N/A	Warranty Period
		Industry Videoconferencing	Digital Signage System: eSpace ITV	12 Months	AR: 10BD-Ship	90 Days
			Immersive Telepresence: TP3106, TP3206, TP3218	12 Months	AR: 10BD-Ship	90 Days
			Room Telepresence: RP100, RP200	12 Months	AR: 10BD-Ship	90 Days
			Personal Endpoints: MCxxx, VP9050, DP300	12 Months	AR: 10BD-Ship	90 Days

		Telepresence Endpoints	Group Endpoints: TE10, TE20, TE30, TE30-V, TE40, TE50, TE60, TX50, DP300	12 Months	AR: 10BD-Ship	90 Days
			Endpoint Peripherals: VPC600, VPC620, VPC800, VPT300	12 Months	AR: 10BD-Ship	90 Days
			MIC Array: VPM220, VPM220W	12 Months	AR: 10BD-Ship	90 Days
			Telemedicine solution	12 Months	AR: 10BD-Ship	90 Days
Network Energy	Telecom Energy	Cabinet Power	ETP24160A3, ETP4830, ETP4890, ETP48150, ETP48200, ETP48400	12 Months	RFR: 30BD-Ship	90 Days
		Hybrid Power	PowerCube 500, 1000	12 Months	RFR: 30BD-Ship	90 Days
		Outdoor Power	TP48200A, TP48400A, MTS9000A, MTS9300A, DPS Blade	12 Months	RFR: 30BD-Ship	90 Days
		Indoor Power	TP48200B, TP48300B, TP48400B, TP48600B	12 Months	RFR: 30BD-Ship	90 Days
		Large Power	TP482000B(&1200B), TP483000D	12 Months	RFR: 30BD-Ship	90 Days
		Wall-mounted Power	TP4860C, TP4860H	12 Months	RFR: 30BD-Ship	90 Days
	Data Center Energy	Modular Data Center	FusionModule500, FusionModule800, FusionModule1000-B, FusionModule2000, FusionModule5000	12 Months	AR: 10BD-Ship	90 Days
			NetCol (Precision Air conditioner)	12 Months	AR: 10BD-Ship	90 Days
		Container Data Center	FusionModule1000-A	12 Months	AR: 10BD-Ship	90 Days
		UPS	UPS2000	36 Months	AR: 10BD-Ship	90 Days
			UPS5000/HVDC/PDU	12 Months	AR: 10BD-Ship	90 Days
	Network Management	NetEco	iManager NetEco Telecom Energy, iManager NetEco Data Center	90 Days	N/A	Warranty Period
	eLTE Integrated Access	OneAir eLTE RAN	BBU Box, RRU, eRRU, DBS3900 eLTE, DBS3900 eLTE TDD	12 Months	RFR: 30BD-Ship	90 Days
			eAN3810A, eAN3710A	12 Months	RFR: 30BD-Ship	90 Days
		OneAir eLTE Broadband Terminal	eA260-135, eA280-135, eA360-114, eA360-118, eA360-123, eA360-135, eA380-123, eA380-135, eA660-123, eA660-135, eA660-137, eA660-160, eA660v2-114, eA660v2-118, eA660v2-135, eA680-950, eA300-8a, eM300-8b	N/A	N/A	90 Days
		eLTE Broadband Core Network	eCNS600, eCNS610	12 Months	RFR: 30BD-Ship	90 Days
			CG9812 ATCA, eCNS210, eCNS230, eCNS231	12 Months	RFR: 30BD-Ship	90 Days
			eCore9100, eCore9300	12 Months	RFR: 30BD-Ship	90 Days
			OneAir SE: eSE62xx (Series)	12 Months	RFR: 30BD-Ship	90 Days
			Software	90 Days	N/A	Warranty Period

Enterprise Wireless		eLTE Broadband OSS	iManager U2000-eLTE	90 Days	N/A	Warranty Period
		eLTE Broadband Terminal (Wireless Gateway)	eA260-135, eA360-114, eA360-118, eA360-123, eA360-135, eA660-123, eA660-135, eA660-137, eA660-160, eA660v2-114, eA660v2-118, eA660v2-135, eA680-950, eA300-8a, eM300-8b	N/A	N/A	90 Days
	eLTE Trunking	eLTE Trunking RAN	BBU Box, RRU, eRRU, DBS3900 FDD LTE, DBS3900 TDD LTE	12 Months	RFR: 30BD-Ship	90 Days
		eLTE Trunking Core Network	eCNS210, eCNS230, eCNS231, CG9812 ATCA, eSCN230	12 Months	RFR: 30BD-Ship	90 Days
			eAPP610(Dispatching System)	12 Months	RFR: 30BD-Ship	90 Days
			Software	90 Days	N/A	Warranty Period
		eLTE Trunking OSS	eOMS910	90 Days	N/A	Warranty Period
		eLTE Trunking Terminal	EP630-C71/ -D04A, EP681-D04A/ -C70/ -C71, EP820-C70/ -C71/ -D04A	N/A	N/A	90 Days
	Enterprise Wireless Common	eLTE Public	CG9812 ATCA, IPCLK3000	12 Months	RFR: 30BD-Ship	90 Days
		Dispatching System	eMDC610, eMRS610 Radio Trunking, PSTN, PLMN Gateways	12 Months	RFR: 30BD-Ship	90 Days
			Dispatch eMRS, eMDC, eDC Software	90 Days	N/A	Warranty Period
		iManager	M2000 Hardware	12 Months	RFR: 30BD-Ship	90 Days
			M2000 Software	90 Days	N/A	Warranty Period
	GSM-R	GSM-R Auxiliary	APM30 EW	12 Months	RFR: 30BD-Ship	90 Days

[1]commencing from Shipment Date

[2]commencing from Warranty Start Date

10BD-Ship:10 Business Days Shipment
NBD-Ship: Next Business Day Shipment
30BD-Ship: 30 Business Days Shipment
4HR: 4 Hour Delivery

BHRSS: Business Hours Remote Support Service
CET: Central European Time
AR: Advance Replacement
RFR: Return For Repair