

Maintenance Services Agreement

March 2010

This Maintenance Services Agreement (“Agreement”) sets forth the agreement, terms and conditions applicable between Crossbeam Systems, Inc. (“Crossbeam”) and the customer entity purchasing any Crossbeam maintenance services of the type described herein (“Maintenance Services”) for delivery directly from Crossbeam. By issuing a purchase order for a Maintenance Service offered under any Crossbeam part number (a “Maintenance PO”), the customer entity placing such a purchase order (“Customer”) agrees to be bound by the terms of this Agreement.

1. TERMS OF AGREEMENT

The initial term of this Agreement shall commence on the 1st of the month following the date of the applicable invoice issued by Crossbeam against the relevant Maintenance PO and shall end on the date that is such number of months after such date as is indicated in the Maintenance PO (depending on which service the Customer has purchased). If a Maintenance PO specifies a specific start and end date of the relevant maintenance term, these dates shall control. Renewal terms applicable to this Agreement are set forth below in Section 5.

2. MAINTENANCE SERVICES

Maintenance Service generally falls into three categories:

- (a) Technical Assistance
- (b) Software Maintenance
- (c) Hardware Support

In addition to its “Premium Direct” maintenance offering, Crossbeam offers an “Ultra” add-on. Each Maintenance PO will specify whether Premium Direct is ordered or Premium Direct with Ultra add-on. Customers purchasing the Ultra add-on are entitled to the Third Party Application Support described below.

a. Technical Assistance

Technical assistance is offered for the Crossbeam components for which Maintenance Services are ordered, per the relevant Maintenance PO. These components include hardware (e.g., chassis, application modules, network modules, or control modules), and operating system software, (e.g., Crossbeam’s X-Series (XOS) or C-series (COS) operating systems software). Crossbeam support representatives will provide assistance with the diagnosis of product configuration issues and failures specific to Crossbeam products that are in production. (Services related to installation and configuration of new products can be purchased separately through Crossbeam’s professional services organization.) For customers purchasing Ultra support, Crossbeam will also provide certain technical assistance with regard to third party software applications, as described below.

i. Interactive Technical Support

Technical support is available from the Crossbeam Technical Support Center seven days a week, 24 hours a day.

Issues may be reported by telephone, online (through www.crossbeam.com) or via email to support@crossbeam.com. At the time of printing of this document, available telephone numbers are:

United States: +1 800-331-1338 OR +1 978-318-7595
EMEA: +33 4 8986 0400 (during normal working hours)
+1 978-318-7595 (out of hours and public holidays, if applicable)
Asia Pacific: +1 978-318-7595

Please consult the Crossbeam web site, www.crossbeam.com, for the most current phone number information.

Crossbeam will use its commercially reasonable efforts to provide a timely resolution to reported problems, in accordance with this Agreement. All cases will be managed based on the priority rules, as indicated in Annex 1. The Customer may escalate issues not promptly resolved in accordance with the escalation process indicated in Annex 1.

To facilitate resolution of issues, Customers are responsible for facilitating the execution and transmission of certain diagnostic information, as set forth on Annex 2 to this Agreement.

ii. On-line Support

Crossbeam's online support center is accessible via personalized login, through Crossbeam's web site, www.crossbeam.com. Information available to Customer in the on-line support center may include but not be limited to:

- Product documentation on installation and libraries
- Technical bulletins
- Knowledge bases
- Online case management tool

iii. Third Party Application Support

For Customers purchasing the "Ultra" option, Crossbeam will provide first level troubleshooting with regard to reported problems relating to third party applications that have been qualified to run on the Crossbeam platform. (Please consult the Crossbeam web site, www.crossbeam.com, for the most current list of supported applications.) Crossbeam will act as a single point-of-contact for support regarding these applications, and will provide configuration and troubleshooting assistance only. For Crossbeam to provide this service, Customer must have an active maintenance agreement with the third party application vendor and have added the Crossbeam support organization as an authorized contact to the Vendor's support organization on their behalf.

Crossbeam will not provide software fixes, patches, maintenance releases, updates, or new feature releases for third party applications. Crossbeam will escalate application software defects to the third-party software vendor on a commercially reasonable basis, but any such fixes, updates or releases (and any related documentation) will be made available at the sole discretion of the software vendor. Crossbeam does not offer Application Support for any management software provided by application vendors.

b. Software Maintenance

Regardless of the level of service purchased, Crossbeam will provide "Software Updates" for Crossbeam's XOS and COS software. Depending upon the product, Software Updates may include: (i) Releases (defined as revisions and updates made generally available for commercial release by Crossbeam) (ii) Maintenance Updates; (iii) Patches; or (iv) Fixes. Software Updates will be made available to Customer either (i) Electronically via Crossbeam's website or (ii) Via CD-ROM (where appropriate as determined by Crossbeam).

If Crossbeam diagnoses that a reported problem in its XOS or COS software is due to non-conformance to its applicable Customer documentation of a supported software version, then Crossbeam will provide a Software Update for the reported non-conformance available at the time the problem is reported, provided that Customer is running the then-current version of the software or one version back. If Customer is operating a software version released prior to the then-current version then Customer may, at its option and at no additional cost, update to the then-current version in order to acquire rights to any such known Software Update. If there is no such available Software Update, Crossbeam will use commercially reasonable efforts to remedy such non-conformance, which may include a workaround or other temporary or permanent fix to the Software, provided that the reported problem can be verified and/or recreated by Crossbeam on the then-current software version. If the software is not a currently supported version, and the non-conformance has been corrected in a supported version, Customer will be advised to upgrade in order to obtain assistance. Crossbeam will not incorporate Software Updates into versions of the software prior to the then-current (or currently-supported) version. Crossbeam does not represent or warrant that all non-conformities of the software will be corrected. Crossbeam reserves the right to incorporate corrections to minor software non-conformances into future software versions.

As mentioned above, software maintenance services are not provided for third-party software applications.

c. Hardware Support

If Crossbeam diagnoses that a reported problem is due to a failed Crossbeam product, Customer may request a Return Material Authorization (“RMA”) number. After Crossbeam assigns one, Customer will be authorized to return the defective product to a Crossbeam repair facility. After assigning an RMA number, Crossbeam will make commercially reasonable efforts to ship, at its expense, a replaceable hardware component to arrive at the Customer’s designated location on the business day following completion of Crossbeam’s diagnosis, provided that the diagnosis is completed prior to 4:00 pm EST for shipments out of Crossbeam’s U.S. facility or 4:00 pm CET for shipments out of Crossbeam’s European facility. If diagnosis is completed after that time, then Crossbeam shall dispatch a field replaceable hardware product component for arrival at the Customer’s site location on the second business day following completion of diagnosis. Replacement products may be refurbished or contain refurbished materials. Customer shall promptly return the failed component to Crossbeam, which component shall become the property of Crossbeam on an exchange basis. If Crossbeam does not receive the failed component within ten (10) business days of receipt of the replacement component, then Crossbeam shall invoice and Customer shall pay the then-current published list price of the replaced component. Crossbeam will ship replacement products on a next available business day delivery basis, but actual delivery time of hardware components to a Customer’s designated location is subject to transit time and local country capabilities. As used throughout this Agreement, the term “business day” refers to a week day other than a holiday observed by Crossbeam.

As an alternative to this advance replacement process, Customer may also participate in Crossbeam’s on-site spares program, in accordance with, and subject to, the terms of the “Spares Agreement” available from Crossbeam, and on the “Services” page of www.crossbeam.com.

3. RESPONSIBILITIES OF CUSTOMER

In connection with the Maintenance Services to be provided by Crossbeam hereunder, in addition to Customer responsibilities referenced elsewhere in this Agreement, Customer is responsible for the following:

- Facilitating Crossbeam’s remote diagnostics capability by:
- Ensuring that either a modem (as designated by Crossbeam) is installed on the Customer’s network or Internet access is provided; and providing Crossbeam with all necessary authorizations for remote access by Crossbeam to the Customer’s network
- Maintaining personnel with adequate technical expertise and training to assist the Crossbeam technical support center in providing troubleshooting and problem resolution.
- Reasonably cooperating with Crossbeam support personnel in the diagnosis of a problem
- Providing and facilitating the execution in a timely manner of the diagnostics, in accordance with the terms of Annex 1.
- Maintaining an unmodified copy of all Software Updates and all related documentation, archival files and configuration files necessary to reinstall, reconfigure or reconstruct any lost, altered, or damaged software.
- Maintaining Crossbeam and related product software at the release level that Crossbeam supports, in accordance with Crossbeam’s published policy regarding version support.
- Purchasing any hardware upgrades, improvements or changes required in order to install or use a Software Update.
- Ensuring that all products are used and maintained in accordance with the applicable product documentation.
- Covering all “like” products at a particular site under the same Maintenance Support Plan.
- Notifying Crossbeam in writing of physical moves of equipment to a new location at least ten (10) business days in advance of the move.
- Registering in accordance with Crossbeam instructions, all service, product and site information for all products to be supported under a Maintenance PO.

In addition, in particular in connection with Crossbeam’s hardware replacement services under this Agreement, the Customer is responsible for the following:

- Obtaining an RMA number from the Crossbeam technical support center
- Packaging and shipping RMA product according to Crossbeam’s standard RMA procedure
- Paying all customs and duties associated with RMA shipments.
- Providing accurate site locations, contact information and specific product information with regard to all Crossbeam products under maintenance
- Where Crossbeam authorized engineers are to provide on site replacement services, providing the Crossbeam field engineer with access to the site.

Failure to comply with any of the requirements set forth in this Section 3 could affect Crossbeam's ability to provide effective service, and Crossbeam cannot be held responsible where its service is affected by the customer's failure to comply.

4. CONDITIONS AND EXCLUSIONS

1. **ELIGIBILITY.** To be eligible for Maintenance Services, (a) Customer must be up to date in all payments of applicable fees, (b) hardware products must be in good operating condition at revision levels specified by Crossbeam in accordance with its published policy regarding version support, and (c) software must be at the revision levels specified by Crossbeam in accordance with its published policy regarding version support. Where it is possible to bring products that are not supported in accordance with the foregoing up to date in order to be eligible (e.g., by upgrading the software), Crossbeam will assist the Customer to do so, subject to payment of its then-current standard rates for professional services.

2. **INELIGIBILITY CIRCUMSTANCES** Crossbeam shall not be obligated to provide services in accordance with this Agreement with regard to any defect or nonconformity caused by: (a) the combination of Crossbeam products with any third-party hardware or software (other than software approved by Crossbeam), or the installation of any such software on the Crossbeam product platform; (b) accident, neglect, misuse, improper programming, failure of electrical power, air-conditioning, humidity control, transportation, or other than normal use or causes; (c) maintenance or repair by anyone other than Crossbeam personnel or authorized Crossbeam representatives; (d) modifications made to the products by anyone other than Crossbeam personnel or authorized Crossbeam representatives; or (d) failure to notify Crossbeam or an authorized Crossbeam support partner of the product defect during the term of this Agreement. If Customer requests service in any of the above cases, all services will be performed at Crossbeam's then-current per-call or per-hour services rates.

3. **THIRD PARTY SOFTWARE.** Unless otherwise specified above (and then only to the extent specified above), third-party software is not eligible for Maintenance Services and is outside the scope of this Agreement.

4. **RELOCATION OF PRODUCTS.** Relocation of products covered under this Agreement is the sole responsibility of Customer and may result in adjustments to the price and response times. If products are relocated to another country or a remote location, continued coverage is subject to reasonable availability from Crossbeam or a Crossbeam authorized support provider.

5. **NON-CROSSBEAM EQUIPMENT.** This Agreement does not cover any services in relation to electrical or network cabling external to the Crossbeam equipment or maintenance of accessories, alterations, attachments or other devices not furnished by Crossbeam.

6. **HAZARDS.** Customer agrees to inform Crossbeam in advance if the furnishing of Maintenance Services will be in an environment that could pose a health or safety hazard to Crossbeam's employees or subcontractors, and Crossbeam reserve the right to refuse to provide Maintenance Support in such circumstances.

7. **REPLACEMENT PARTS AND SERVICE TOOLS.** All failed parts replaced during coverage become the property of Crossbeam on an exchange basis, even if replaced on a per-call request. Replacement parts may be refurbished or contain refurbished components. Crossbeam may provide to Customer diagnostics documentation, spare parts, tools, test equipment, and other material used in the performance of Maintenance Services. Crossbeam grants no title or license to such material, and it remains the exclusive property of Crossbeam. Customer agrees to allow Crossbeam immediate access to and recovery of all such material at Crossbeam's request.

5. RENEWAL TERMS

Crossbeam will not provide Maintenance Services under this Agreement following its expiration date (the "Expiration Date"). In order to prevent a lapse in service, Crossbeam must receive a Renewal Maintenance Purchase Order (PO) for renewal of service prior to the Expiration Date. By issuing a Renewal Maintenance PO in accordance with agreed prices, Customer can renew this Agreement for the term indicated in the relevant Maintenance PO.

If an effective renewal is completed prior to the Expiration Date, provision of Maintenance Services will continue, uninterrupted, for the term indicated in the Maintenance PO, based on a term commencement date that is the day after the Expiration Date.

If an effective renewal is not completed prior to the Expiration Date, Maintenance Services and all of Crossbeam's obligations hereunder will cease upon the Expiration Date. The Customer may thereafter issue a new Maintenance PO in accordance with agreed prices, and Maintenance Services will be reactivated for the term indicated in the Maintenance PO, based on a term commencement date that is the day after the Expiration Date (regardless of the issue date of the Maintenance PO). In such event, the Customer will be obligated to ensure that hardware and software are brought up to the highest compatibility versions to ensure proper functionality. Crossbeam's Professional

Services organization will provide the services in connection with upgrading hardware and software, at its standard rates, before Crossbeam will accept the Renewal Maintenance PO. Charges applicable to a late renewed Maintenance PO may be higher than for a timely renewal.

Renewal Examples Table

Current Contract Dates	Renewal Order Date*	Renewal Order Status	New Contract Dates	Cost to Customer
1 May 2008 - 30 Apr 2009	1 Apr 2008	Prior to expiration	1 May 2008 - 30 Apr 2009	Then current annual service level pricing
1 May 2008 - 30 Apr 2009	1 June 2008	After expiration	1 May 2008 - 30 Apr 2009	Then current annual service level pricing, plus applicable service charges and/or penalties (contract start date is backdated to the day following the expiration date of prior contract)

*Renewal order date is based upon the date the Purchase Order is received by Crossbeam.

5. GENERAL TERMS AND CONDITIONS

1. **CHANGES.** Crossbeam reserves the rights to amend, modify, or withdraw any of its Maintenance Services without notice, provided such change shall not materially impact the scope of services provided to Customer prior to the end of the then- current term.

2. **SOFTWARE LICENSE.** Customer’s right to use Software Updates is governed by the terms and conditions applicable to the Crossbeam software previously licensed by Customer.

3. **WARRANTY.** Crossbeam warrants that Maintenance Services will be performed in a professional and workmanlike manner with a reasonable standard of care in accordance with general industry standards. EXCEPT FOR THE PRECEDING WARRANTY, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CROSSBEAM AND ITS SUPPLIERS DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, NON-INFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE WITH REGARD TO THE MAINTENANCE SERVICES.

4. PROPRIETARY INFORMATION.

A. **Confidentiality.** All information provided by one party to the other in connection with Maintenance Services that is proprietary or confidential in nature and so marked by the disclosing party, or which the receiving party reasonably should understand is proprietary and confidential under the circumstances (“Confidential Information”), shall be treated by the receiving party as confidential, and the receiving party shall not disclose it to parties outside Crossbeam or Customer or use it except as necessary in connection with performance under this Agreement. “Confidential Information” includes, without limitation, diagnostics, software and all related information and documentation, new product information, financial data, and technical data. The obligation to treat information confidentially shall not apply to information which (a) was already known to the other party prior to its disclosure by a party hereto, or (b) was publicly available at the time of its disclosure, or subsequently becomes so without violation by either party or its obligations hereunder; or (c) is rightfully received by a party from a third party without obligation of confidentiality to the other party; or (d) is independently developed by the party in receipt of such information. In the event that either party is requested or required by a court, government agency or legal process to disclose any Confidential Information of the other, such party agrees to provide prompt written notice to the other party so that the other party may seek a protective order or, in its discretion, waive compliance with the provisions of this Agreement. Each party shall provide its employees, agents and advisors with access to Confidential Information of the other party only on a “need to know” basis in connection with the parties’ business relationship. Each party shall take appropriate

actions (by instruction, agreement or otherwise) with those employees, agents or advisors who are permitted access to Confidential Information of the other party to assure their compliance with the terms and conditions hereof. The parties agree that Confidential Information is valuable information, the unauthorized disclosure or use of which would cause irreparable injury for which there would be no adequate remedy at law, and that the disclosing party shall have the right to seek injunctive relief in the event of any such breach or threatened breach, in addition to any other remedy available to it.

B. Reservation of Rights. Crossbeam, on behalf of itself and its suppliers, reserves all proprietary rights in and to (i) all designs, engineering details, and other data pertaining to software and other Crossbeam products, (ii) all works of authorship, computer programs, fixes, updates (but not Customer's own proprietary programs), discoveries, inventions, patents, know-how and techniques arising out of work done wholly or in part by Crossbeam or its subcontractors in connection with this Agreement, and (iii) any and all software code or products developed as a result of such work. The performance by Crossbeam of Maintenance Services shall not be deemed a work-for-hire but shall instead be subject to this section.

C. Administrative Procedures. Customer is solely responsible for the security of its own proprietary and confidential information and for maintaining adequate procedures apart from the products covered under an order for Maintenance Services to reconstruct lost or altered files, data, or programs.

5. LIMITATION OF LIABILITY. IN NO EVENT WILL EITHER PARTY OR THEIR RESPECTIVE SUPPLIERS BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR COVER DAMAGES (INCLUDING ANY DAMAGES RESULTING FROM INACCURATE OR LOST DATA OR LOSS OF USE OR PROFITS) ARISING OUT OF OR IN CONNECTION WITH THE FURNISHING OF MAINTENANCE SERVICES OR THE USE OR PERFORMANCE OF CROSSBEAM PRODUCTS. EXCEPT FOR VIOLATION OF SECTION 4 ABOVE, IN NO EVENT WILL EITHER PARTY'S TOTAL LIABILITY FOR ANY DAMAGES IN ANY ACTION BASED ON OR ARISING OUT OF OR IN CONNECTION WITH MAINTENANCE SERVICES OR THIS AGREEMENT EXCEEDS THE TOTAL AMOUNT PAID FOR MAINTENANCE SERVICES. The foregoing limitations shall not affect a party's rights and remedies under applicable intellectual property laws.

6. TERMINATION. Either party may terminate this Agreement if (i) the other party becomes insolvent, files, or has filed against it a petition in bankruptcy, or ceases doing business; or (ii) the other party fails to cure a material breach of this Agreement within 30 days after receipt of written notice of such breach from the party not in default. Any expiration or earlier termination of this Agreement does not modify or alter any of the obligations of the parties that accrued prior to such termination. The sections of this Agreement that address proprietary rights and information; warranty; export; remedies; limitation of liability; termination; interpretation of the agreement, and governing law survive any expiration or termination of this Agreement. The section entitled Software License also survives any expiration or termination provided Customer is not in default under this Agreement and continues to comply with the terms hereof.

7. EXPORT. Customer agrees not to export, directly or indirectly, any Crossbeam product or related technical data or information without first obtaining any required export licenses or other governmental approvals. Without limiting the foregoing, Customer, on behalf of itself and its subsidiaries and affiliates agrees that it will not export, re-export, transfer, or divert any software, or technical data, or any direct product thereof, to any country to which such exports or re-exports are restricted or embargoed under United States export control laws and regulations, or to any national or resident of such restricted or embargoed countries without first obtaining all export licenses and approvals required by the United States government.

8. GENERAL. The relationship of Crossbeam and Customer is that of independent contractors. If any provision of this Agreement is held to be invalid or unenforceable, the remainder of the provisions shall remain in full force and effect. Crossbeam and Customer agree to comply with the provisions of all applicable laws, ordinances, regulations, and codes. This Agreement (along with Crossbeam's applicable terms and conditions accompanying the product) constitute the complete and exclusive understanding of the parties, and supersede all prior discussions, representations and agreements regarding the subject matter hereof. In the event of a conflict or variance between any purchase order and this Agreement, this Agreement shall prevail. No amendment, modification or waiver of this Agreement will be effective unless approved in writing by the duly authorized representatives of the parties. Neither party is liable for its failure or delay to perform its obligations under this Agreement due to strikes, wars, revolutions, acts of terrorism, fires, floods, explosions, earthquakes, labor shortages, government regulations, or other causes beyond its reasonable control. This Agreement may not be assigned by Customer without prior written permission from Crossbeam. Any attempt by Customer to assign any right, or delegate any duty or obligation which arises under this Agreement without such permission will be void. This Agreement is governed by the laws of the Commonwealth of Massachusetts without regard to its conflicts of laws principles.

Annex 1

Crossbeam Systems Priority Rules & Escalation Procedure

The objective of the escalation and notification process is to:

1. Ensure timely resolution of all customer situations
2. Provide a means of properly prioritizing problems
3. Provide management awareness of product and customer issues
4. Ensure proper resource allocation to meet End User problem resolution requirements
5. Provide assurances that Crossbeam is focused on providing timely resolutions to technical issues that impact the End User's business operation.

By selecting the proper Priority, Crossbeam can ensure that high priority issues receive immediate attention. Making the proper selection is very important to the way Crossbeam processes incoming service requests. An improper selection may result in delays in the initial response time for critical situations. Please use this selection with extreme care.

PRIORITY:

The service engineer receives input from the End User on the impact of the issue on the End User's normal business operations, and the service engineer sets the priority field to the appropriate level. These priorities will drive escalations outlined below. Crossbeam has implemented business notification rules based on these priority definitions. It is extremely important to fully understand a TRUE Business Impact of the issue and assign appropriate priority to a reported problem. Priority of an issue may change even while a case is open.

Priority 1 – Major business disruption

Priority 2 - Significant business disruption

Priority 3 – Minor business disruption

Priority 4 – Minimum to No business impact

For Priority 1 problems (i.e. system outage) with Crossbeam hardware and software products (XOS and COS), our resolution goals and escalation time frames are as follows:

- Response time goal - within 30 minutes
- Restoration goal (workaround) - 24 hours
- Replacement of HW component - Based on service plan
- Temporary product fix (patch release or firmware upgrade) - 5 to 10 days
- Permanent fix (maintenance release) - 60 to 90 days

For Priority 2 problems with Crossbeam hardware and software products (XOS and COS), our resolution goals and escalation time frames are as follows:

- Response time goal - within 2 hours
- Restoration goal (workaround) - 72 hours

A permanent solution will be incorporated into either a patch release or the next maintenance release.

For minor problem reports, our goal is to respond within 24 hours and provide a workaround or temporary solution within 10 days. A permanent solution will be incorporated into either a patch release or the next maintenance release.

Note: These resolution and escalation goals and time frames do not apply to third party software applications.

Product enhancement requests will be submitted to our product management organization for consideration for the next major software release.

SEVERITY:

Severity is a technical designation that describes only the technical impact of the problem as it relates to the product and how it is functioning in the customer network.

Critical - The network is down or inoperative, Complete loss of functionality, services or severe performance degradation. There is no known work around available.

Serious - Portion of network down, intermittent loss of connectivity, some performance degradation, loss of some functionality or services Work around may be available but is awkward or inefficient to implement.

Medium - Component down, procedural or configuration issue, minor software problem. Product is useable with limitations that are not critical to overall operations. Work around is available it is generally acceptable and does not seriously impact operations.

Low - General questions and advice.

Crossbeam Internal Notification and ESCALATION Matrix

Management Escalation Matrix				
Priority LEVEL	ONE	TWO	THREE	FOUR
Engineer Callbacks	Daily	Daily	Every 3 Days	Weekly
Escalation Support Engineer	30 Minutes	2 Hours	24 Hours	As Required
Escalation Manager	1 Hour	4 Hours	48 Hours	As Required
Geo Technical Support Manager				
Sales Account Team (Sales rep + System Engineer)	2 Hour	8 Hours	120 Hours	As Required
Director of Sustaining Engineering				
Regional Sales Director	3 Hours	24 Hours	192 Hours	As Required
Director of Customer Support	4 Hours	48 Hours	240 Hours	As Required
GEO VP of Sales				
VP of Client Services	8 Hours	72 Hours	As Required	As Required
VP of Engineering				
VP of WW Sales				
CEO	As Required	As Required	As Required	As Required

Annex 2

In order to properly characterize and diagnose reported problems, it is necessary for Crossbeam to have the required information indicated below available. This will allow a thorough investigation to take place. The following lists define the minimum sets of data to be collected at the time that a new issue is being reported to a Crossbeam Systems Support Center.

1. Detailed description of the issue
2. Description of troubleshooting that has already been completed
3. Time line of the problem
4. Description of business impact
5. "show-tech-support" output from X-Series platform and "cos-tech-support" output from C-Series platform. In a DBHA environment, information should be provided from both chassis.
6. /var/log/messages files from chassis. In a DBHA environment, information should be provided from both chassis.
7. Recent upgrades / downgrades for hardware and/or software
8. Console output from CPM/APM if available
9. Basic routing information
10. TCPDumps, other traces if available

In addition to above information, the Crossbeam support organization may request additional information to aid in the resolution process.

Crossbeam will treat this information as strictly confidential data.