

Description of Service

Arista's Onsite Service (OSV) is a superset of A-Care (SVC), and adds the Onsite Service Engineer to the A-Care Service.

Arista Onsite Service (OSV) is available for customers that need replacement for non-functioning Arista hardware. OSV Service is performed by an Arista trained service engineer who is knowledgeable about proper handling, replacement, and verification of Arista hardware ("Service Engineer").

After a problem is diagnosed and a Return Merchandise Authorization (RMA) is issued by Support@Arista, the replacement Arista hardware will be shipped to the specified location and Support@Arista will dispatch the service engineer to perform the replacement and verify that the system has returned to proper operation.

What Is Covered

OSV includes on-site replacement of Arista hardware devices, including all Arista Field Replaceable Unit (FRU) parts within the device, by a trained Service Engineer. Cables which are part of customer's infrastructure are excluded. Service includes onsite verification of switch operation using LED indicators. If customer requirements warrant, the Service Engineer has capability to connect a console cable to a switch, and follow Support@Arista guidance to verify Arista hardware operation using CLI "show" commands, or configure simple commands to restore remote connectivity.

Please note: OSV Service covers replacement of faulty/non-functioning Arista hardware and not the installation of new Arista hardware. Please contact your Sales Team for further information about Professional Services when initial switch deployment services are desired.

4-Hour Service covers maximum time for the Arista RMA parts and the On-site Service Engineer to arrive at the customer location. The time necessary for hardware replacement is not included in the Service Level timeframe.

Each Arista device that has an associated OSV SKU is available for this on-site replacement service. Arista devices and FRU parts (except items that have reached end of support) are stocked in Arista depots and are serviced by On-site Service Engineers.

For devices with special weight requirements, such as modular chassis or specific fabric modules, customer must ensure approved lifting device is accessible to facilitate replacement at site location.

Service Level Options

- 4-Hour Service: Replacement Arista hardware and a Service Engineer will arrive onsite within 4 hours of the time the RMA is issued, 24 hours a day, 365 days a year. The time necessary for hardware replacement is not included in the Service Level timeframe.
- Next Business Day (NBD) Service: Replacement device and a Service Engineer will arrive onsite Monday through Friday during local business hours (9 a.m. thru 5 p.m.). Service related to requests placed after 4:00 p.m local time are not commenced until the start of the following local business day with OSV service delivered within the following 24 hours.

How to Purchase OSV Service

A-Care OSV Service is purchased the same way as other Arista A-Care services. On-site Services are identified by Arista A-Care SKUs starting with 'OSV'. These SKUs are an alternative to the traditional A-Care SKUs starting with 'SVC', and can be purchased monthly with a minimum one year contract commitment. Please contact your Arista sales representative with any purchasing questions.

Implementation of service typically begins within 30 days after OSV Service purchase. Arista will honor Same Day RMA service in the interim 30 days until implementation begins. Service renewals do not require the interim period, as long as service is renewed before service lapse.

Example: Arista device purchased with 12 months OSV service is covered for up to 30 days under A-care NBD (RMA), then another 12 months OSV.

Customer Information Required to Order On-site Services

To ensure OSV is provided in a timely and efficient way, customers must provide the following information on the PO request, or contact onsiteservices@arista.com to provide info immediately after purchase.

- Service Install Address: Street address where the Arista device is located, and on-Site service will be performed
- Service Contact Info: Contact information for an authorized site contact who can provide access, security, and device locating instructions
- Security access instructions and requirements (background check, badging/access instructions, etc.)
- Verification that the location complies with safety regulations, and can be easily accessed by On-site Service Engineers

If any info is incomplete or is not provided, delay in service may result and service level purchased will not be guaranteed. In which case, Arista will deliver best effort service once all required info is received.

Additional Information Regarding OSV Availability

<https://www.arista.com/en/support/customer-support#datatab159>

How to Request and Schedule Service in the Event of an Incident

Requesting OSV service is simple: contact Support@Arista by the following:

Web - <https://arista.secure.force.com/customerportal/apex/CreateCasePage>

Phone - USA +1-408-547-5502 or +1-866-476-0000

International <https://www.arista.com/en/support/customer-support#datatab109>

Email - support@arista.com

Support@Arista will assist in troubleshooting and will issue an RMA if necessary.

Support@Arista will determine OSV entitlement (4-Hour or Next Business Day) by looking up the Arista hardware serial number for the particular device. By default, a Service Engineer will be dispatched at the soonest available time within the Service Level, but scheduled service is also an option when service is requested.

Please note: Service covers faulty Arista hardware replacement only. Customer and Support@Arista will cooperate to isolate potential issues and seek to verify whether Arista hardware is faulty before replacement service is initiated. After a problem is resolved and hardware is operational, Arista performs failure analysis to verify whether hardware was the cause of failure.

Service does not cover proactive RMA. However, proactive service coverage may be available from Arista as a Professional Service. Please contact your Sales Team for availability or for further info about Arista Professional Services denoted by (SVE) service SKUs.

Service Request Timeline

Once an On-site Service response is authorized by Support@Arista then the Service Engineer is scheduled to arrive at a specified time.

The service delivery timeline begins when Support@Arista authorizes an RMA and ends when the Service Engineer and parts arrive at the incident location. The Service Engineer will follow customer access and security instructions, and verify that serial number(s) match those indicated by the RMA to ensure that the correct Arista hardware is serviced.

The Service Engineer will disconnect the necessary cables/optics/transceivers, replace the indicated Arista hardware, reconnect the cables/optics/transceivers, and verify proper operation using the LED indicators, and optionally, EOS Command Line Interface (CLI) show commands if so instructed by the customer. The Service Engineer will call Support@Arista if any problem is encountered and/or to verify replacement was successful.

The Service Engineer will update the Arista Service Request with details of the service call results. The replaced items will be sent back to Arista by the Service Engineer.

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