

Arista A-Care Services Overview

Arista A-Care is designed to provide you with world class support when and where you need it. With the goal of minimizing any network impact or downtime through fast problem resolution, Arista A-Care service offerings provide support on a 24x7x365 basis with the following components:

- Global Technical Assistance Center (TAC)
- Arista.com Online Resources
- Worldwide Advance Hardware Replacement
- Option for onsite hardware replacement services

Arista Global TAC

Arista Global TAC provides you with 24x7x365 coverage for your product support needs around the world. You can obtain help anytime by email, phone or through the Arista Customer Portal. Arista TAC engineers have many years of networking experience and are well-versed on the entire Arista product portfolio to help you quickly resolve problems and maximize network uptime. When you reach out for help, an Arista TAC engineer may already know of a solution based on our internal database of customer cases, no matter the type of issue or case priority.

Arista.com Online Resources

With all of the A-Care Service offerings, you can access various resources online anytime. This includes:

- **Software Downloads:** Unlimited access to the software download section where you can obtain new software maintenance releases, as well as new feature releases. This includes EOS, vEOS, and CloudVision software.
- **Notification Service:** Proactive notifications for known software and hardware issues, including security vulnerabilities, allowing you to take action before you run into any known issues.
- **Release Recommendations:** Access to software release recommendations for help in picking the most appropriate software version for your environment.
- **Bug Portal Access:** Access to the Arista Bug Portal for reviewing known caveats and associated details.
- **Online Case Management:** Customer Portal to create new cases, provide updates, and upload necessary files in a secure manner.
- **Arista Community Forums via EOS Central:** Our online forums help you share insights with other members of the community and leverage collective knowledge to better your experience with our products.

Advance Hardware Replacement

A-Care Service offerings provide worldwide RMA and advance hardware replacement with flexible choices to meet the operational needs of our customers. The offering includes two primary delivery options:

- Standard shipment-based delivery for advance replacement hardware, with options for Return-to-Base, Next Business Day, 4 Hour, and 2 Hour service levels. These services are available via SKUs starting with 'SVC'.
- Onsite installation for advance replacement hardware, performed by an onsite engineer with options for Next Business Day and 4 Hour service levels. These services are available via SKUs starting with 'OSV'.

Customers are able to choose the level of coverage on their capital investment that is most appropriate for their business. In addition, when you choose to obtain hardware support, you will receive proactive notifications about known hardware issues.

A-Care Return-to-Base Services (SVC-xxxx-1M-RB)

This service option is for customers who require hardware replacements, but without the added cost of expedited delivery. In addition to all advantages of A-Care, a replacement part is delivered to your location using standard delivery services. This service is only available in countries where Arista has a spare parts depot and for selected hardware. Contact your Sales Team to determine if RB is available at your site location for your hardware.

A-Care Next Business Day Services (SVC-xxxx-1M-NB)

This service option is for customers who require fast turnaround hardware replacements. In addition to all advantages of A-Care, your hardware is covered by Next Business Day advance replacements for shipment-based delivery.

A-Care 4-Hour Services (SVC-xxxx-1M-4H)

When deployed in mission critical networks, hardware faults may need to be served the same day. For such environments, Arista offers 4-Hour advance replacement options. A replacement part is delivered to your location within 4 hours of getting RMA approval from Arista TAC.

A-Care 2-Hour Services (SVC-xxxx-1M-2H)

The 2-Hour service option provides the fastest possible delivery of replacement parts, maximizing uptime for the most demanding applications. A replacement part is delivered to your location within 2 hours of getting RMA approval from Arista TAC.

A-Care Onsite Services (OSV-xxxx-1M-NB or OSV-xxxx-1M-4H)

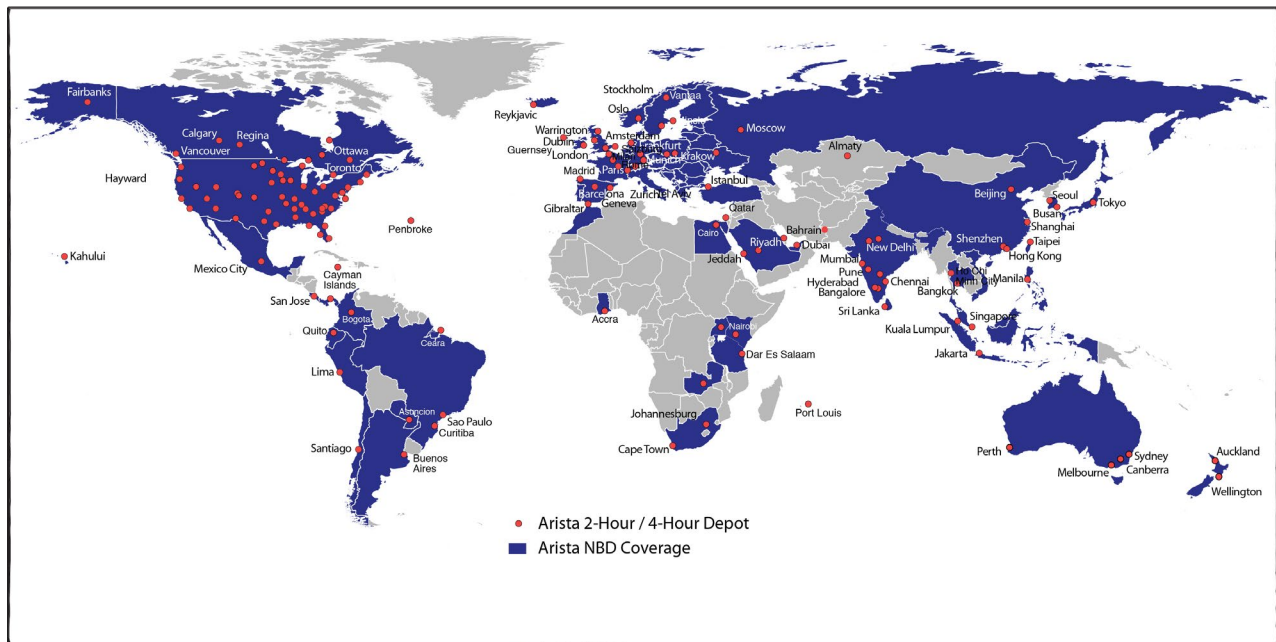
A-Care Onsite Services is available for customers who need hardware replacement at a remote or unattended data center location. Arista will dispatch a trained engineer to arrive onsite at the specified location to meet the replacement hardware shipment and to perform the hardware replacement procedure. This engineer will also be responsible for shipping back the original hardware for RMA. This service is available for Next Business Day (regular business hours apply) or 4-Hour advance replacement only (24x7x365). Contact your Sales Team to determine if OSV is available at your site location.

Arista A-Care Services At-a-Glance

	A-Care Return-to-Base	A-Care Next Business		A-Care 4 Hour		A-Care 2 Hour
	Shipment (SVC)	Shipment (SVC)	Onsite Service (OSV)	Shipment (SVC)	Onsite Service (OSV)	Shipment (SVC)
Unlimited 24x7 TAC access	Yes	Yes	Yes	Yes	Yes	Yes
Software Download	Yes	Yes	Yes	Yes	Yes	Yes
Online Case Management	Yes	Yes	Yes	Yes	Yes	Yes
Arista Networks Community Forums	Yes	Yes	Yes	Yes	Yes	Yes
Advance Replacement of Hardware	Yes	Yes	Yes	Yes	Yes	Yes
RMA service level	Standard Delivery	Next Business Day	Next Business Day	4-Hour	4-Hour	2-Hour
RMA Installation	Self	Self	Arista Tech	Self	Arista Tech	Self

RMA Service Coverage Areas

Active RMA service coverage areas for shipment-based services (SVC):



2 Hour, 4 Hour, Return-to-Base, and Next Business Day RMA shipment services are currently available in many locations around the world, as shown above. In addition to the above active locations, Arista can bring on new locations as needed through our vast network of worldwide logistics partners.

Hardware Warranty and A-Care Comparison

Arista includes a limited hardware warranty as a standard offering with all products. Here is a short summary of that offering compares to the A-Care services.

	Limited Hardware Warranty	A-Care Services
TAC Support	-	24x7x365
Software Download	-	Unlimited
Online Case Management	-	✓
Arista Community Forums	-	✓
Advance Replacement of Hardware	-	✓
RMA Service Level	1 Year limited warranty (Return to Factory)	Next Business Day, Return to Base, 4 Hour, 2 Hour Service Levels
Onsite Hardware Replacement	No	Optional
Extended Services		1 Year or 3 Year Service Options

For questions, please contact your Arista Sales representative.

All service offerings described in this document are subject to Arista's Master Services Agreement available at <https://www.arista.com/assets/data/pdf/MasterServicesAgreement.pdf>.

Arista's Limited Warranty is available at <https://www.arista.com/assets/data/pdf/Warranty.pdf>.

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