

Vendor Service Profile Survey 2006

Company Name: Foundry Networks

Completed by: Jon Lytle

REMC Customers Can Expect...	Legend	Respond in this column
Customer Communication		
REMC customers can expect to communicate with one contact person dedicated to the REMC contract throughout the contract year.	Yes or No	Yes
Customer service telephone number is toll-free	Yes or No	No
Customer service fax number is toll-free	Yes or No	No
Your web page includes REMC specific prices and specifications	Yes or No	No
Office hours (Eastern Time)	__ AM to __ PM	8AM to 5 PM
Demo/evaluation product available	Yes or No	Yes
Will provide demonstration session for:		
REMC advisory council	Yes or No	Yes
A school district	Yes or No	Yes
A school building	Yes or No	Yes
Order Verification, Billing, and Customer Account information		
Order verifications will be sent within 24 hours of receipt of the order without customer having to request notification	Yes or No	Yes
If no, order verifications will be sent upon customer request	Yes or No	
New customer forms are required	Yes or No	Yes
P.O. errors are corrected by phone, fax or e-mail vs. U.S. mail	Yes or No	Yes
Summer deliveries coordinated with customer	Yes or No	Yes
Will your company accept procurement/credit cards as payment for REMC orders?	Yes or No	Yes
If yes, what is the maximum amount that can be charged?	\$ or Unlimited	Unlimited
What additional fees, if any, are charged for credit card orders?	\$, % or N/A	N/A
Vendor Conditions		
Minimum order to avoid a shipping charge	Specify \$\$ amount	
Is contract number required on orders?	Yes or No	Yes
Customers saw you exhibit at the following Michigan K-12 conferences in the 2005/06 school year:		
MAEDS, October 5-7, 2005	Yes or No	No
MAME, November 9-11, 2005	Yes or No	No
MIEM, November 30- December 2, 2005	Yes or No	No
MACUL, March 8-10, 2006	Yes or No	No
MSBO, April 26-28, 2006	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	No
Provided a session at a Michigan K-12 conference in 2005/06	Yes or No	No

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Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:		
MAEDS, October 18-20, 2006	Yes or No	Possibly
MAME, October 25 - 27, 2006	Yes or No	Possibly
MACUL, March 14 - 16, 2007	Yes or No	Possibly
MSBO, April, 2007	Yes or No	Possibly
Other Michigan statewide K-12 conferences	Name(s)	Possibly
Expect to provide a session at a Michigan K-12 conference in 2006/07	Yes or No	Possibly
Delivery		
Deliveries generally are drop-shipped by manufacturer	Yes or No	Yes
Shipped from our office approximately x days after the order is received	days or N/A	2 weeks from Receipt of Order
We are the area stocking dealer	Yes or No	No
Our delivery timelines from receipt of orders are as follows. Please answer on the line appropriate to the bid to which you are responding.		
Equipment delivery typically in x days	days	2 weeks from Receipt of Order
Supply/Paper delivery typically in x days	days	N/A
Software delivery typically in x days	days	2 weeks from Receipt of Order
Special rush delivery capability is available	Yes or No	Yes
Troubleshooting/Use/Set-Up Assistance		
Phone assistance available	Yes, No or N/A	Yes
Onsite after sales assistance available (no cost)	Yes, No or N/A	Yes
Onsite assistance available at extra cost	Yes, No or N/A	Yes - Generally at no cost

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Warranty Policies		
Replaced with new if reported within x days	days or N/A	
Replaced with used/reconditioned units even if the initial unit was new	Yes, No or N/A	
Call tag issued for return of DOA items	Yes, No or N/A	

Please provide a brief summary of warranty policies

Coverage for Foundry Networks products are described below. Additional Support coverage can be purchased with your Foundry Products. Please refer to the current Official Price List for Annual Support & Services fees.

5x9 Toll free phone support - 90 days from date of purchase

During the 90-day Software Warranty period, phone support is offered 5 days per week (8:30am to 5:30pm Pacific Time, Monday through Friday, except holidays). Calls left after hours will be returned the next business day.

Access to Technical Support after this 90-day warranty period is on a commercially reasonable basis (unless a TechNet Support Contract is purchased for all systems owned by the customer).

Contact Foundry Technical Support at 1-877-TURBOCALL (1-877-887-2622) or 408-207-1600.

Software Updates - 90 days from date of purchase

Software Updates for system software and Software Products released by Foundry Networks within 90 days of your purchase of a Foundry product are available by contacting Foundry Technical Support. System Software Updates

Software Updates released after the initial 90-day warranty period are available as an upgrade product (part number: SSU

Advanced Hardware Replacement Service - 30 days from date of purchase

In the event of a hardware system failure, during the first 30 days of ownership, Advanced Hardware Replacement allows

Hardware Repair Service - After 30 days through 1 year from date of purchase

In the event of a hardware system failure past the first 30-days but within the first year of ownership, the unit will be either

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Repair Policies		
On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	No
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	No
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	No
Return Policies		
Call tag issued for company's incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned within x days	days	N/A
Credit for return policy (i.e. full refund up to x days)	days	N/A
Returns refunded or issued as credit for future purchases	Refund/Credit	
Restocking fees (i.e. % charged after x days)	___% after ___ days	15%

Please provide a brief summary of return policies:

Refunds or Returns are not accepted unless the product does not perform to the written specifications of the product. In the event of a return, a refund would be returned or credit applied to outstanding invoices (less 15% restocking fee).