

COMPANY NAME:	Foundry Networks, Inc.
Contract Number (Must be included on purchase order):	N/A
ORDER INFORMATION	
Name	Bob Okony
Address	13074 Stratford Dr.
City, State, Zip	Sterling Heights, MI 48313
Email Address	rokony@foundrynet.com
Phone	586-803-3050
Fax	248-281-1777
Customer Ordering Process:	REMC Priced Orders should be faxed to the SALES FAX Number, 248-281-1777. Please include "Prices per REMC Bid" on the purchase order. For orders with multiple ship-to locations, each location must meet the minimum purchase quantities, or shipping and handling will be added.
High Volume Pricing Minimum Order Requirement (complete tab 6):	No minimum. Custrom Credit Application may be required.
URL for Michigan REMC Contract Products and Services Schedule (PSS):	Not available - see Foundry Networks Catalog Discount Detail
URL for Manufacturers Suggested Retail Prices (MSRP):	Not available - see Foundry Networks Catalog Discount Detail
URL for National Educational Price (NEP) Schedule:	Not available - see Foundry Networks Catalog Discount Detail
Update Frequency of MSRP prices online	Quarterly
Universal Service Fund (E-rate) SPIN Number:	143022896
COMPANY CONTACT INFORMATION	
Product Specifications:	
Name	Bob Okony
Email Address	rokony@foundrynet.com
Phone	586-803-3050
For Warranty Support:	
Name	Tom Zukowski
Email Address	zukowski@foundrynet.com
Phone	248-705-2396
For Lease Information:	
Name	Bob Okony
Email Address	rokony@foundrynet.com
Phone	586-803-3050
Order Status:	
Name	Bob Okony
Email Address	rokony@foundrynet.com
Phone	586-803-3050
Manufacturer Sales Representatives:	
Name	Bob Okony
Email Address	rokony@foundrynet.com
Phone	586-803-3050

List of Models designated for Commercial Use:	<i>Insert list of models in this space.</i>
List and briefly describe Trade-Back/Trade-In Programs:	<i>N/A - Foundry Networks does not offer a Trade-Back or Trade-In program. Foundry is willing to work with lease companies to establish a technology refresh program under a lease agreement</i>
List and briefly describe Energy Saving Programs (i.e. EnergyStar or similar):	<i>N/A - No specific Energy Saving Programs - however Foundry Networks believes strongly in differentiation through lower Total Cost of Ownership (power consumption, cooling, and physical space - engineered for maximum efficiency and performance)</i>
CUSTOMER ELIGIBILITY	
K- 12 schools: Public, Non-Public, Charter and Private Schools	<i>Eligible</i>
Higher Education: Community Colleges, Colleges and Universities	<i>Eligible</i>
Libraries: Public, County, and the Library of Michigan	<i>Eligible</i>
Governmental Agencies: City, Township, County and State	<i>Eligible</i>

Vendor Service Profile Survey 2008

Company Name: Foundry Networks

Completed by: Bob Okony

REMC Customers Can Expect...

(The following sections will be posted on the REMC Bid Web Site)

	Legend	Respond in this column
Customer Communication		
One primary point of contact	Yes or No	Yes
Toll free Customer Service telephone number	Yes or No	Yes
Toll free Customer service fax number	Yes or No	No
REMC specific Web page	Yes or No	No
Office hours (Eastern Time)	__AM to __ PM	8 AM to 5 PM
Demo/evaluation product available	Yes or No	Yes
Product demonstration sessions upon request	Yes or No	Yes
24-hour response time to voice mail or e-mail inquiries	Yes or No	Yes
Order Verification, Billing, and Customer Account information		
Order verifications will be sent within 24 hours of receipt of the order upon request	Yes or No	Yes
New customer forms are required	Yes or No	Yes
Summer deliveries coordinated with customer	Yes or No	Yes
Procurement/credit cards accepted	Yes or No	Yes
Additional fees are charged for procurement/credit card orders	\$, % or N/A	N/A
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	No
Required contract number	Yes or No	No
Customers saw you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:		
MAEDS, October 18-20, 2006	Yes or No	No
MAME, October 25-27, 2006	Yes or No	No
MIEM, November 30, 2006	Yes or No	No
MACUL, March 14-16, 2007	Yes or No	No
MSBO, April 25-26, 2007	Yes or No	No
Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:		
MAEDS, October 3-5, 2007	Yes or No	No
MAME, October 24-26, 2007	Yes or No	No
MIEM, January 30-February 1, 2008	Yes or No	No
MACUL, March 5-7, 2008	Yes or No	No
MSBO, April, 2008	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	GISD REMC Showcase

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Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	Yes
Delivery timelines from receipt of orders		
Equipment	days	Generally 2 weeks from Receipt of Order
Supply/Paper	days	N/A
Software	days	Generally 2 weeks from Receipt of Order
Please provide a brief summary of delivery options available. Be sure to specify type of delivery (Inside, tailgate etc.) and costs associated with each option.		
<p>Products are typically shipped F.O.B (Free On Board) Destination and shipping is paid by Foundry Networks for customers ordering on the REMC contract. Foundry Networks' preferred shipping vendor is FedEx. Standard ground shipping can be expected, however other arrangements can be made per customers request. Customer will incur the cost for all special shipping considerations beyond stated requirements in the REMC Contract.</p>		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	Yes
Onsite assistance at extra cost	\$ or N/A	Yes - Generally at no cost
Return Policies		
Call tag issued for company's incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	No - see warranty coverage
Full refund within	days	90 days if applicable
Method of refund	Refund/Voucher	Refund / Credit
Restocking fees	___% after ___ days	15%
Please provide a brief summary of return policies:		
<p>Refunds or Returns are not accepted unless the product does not perform to the written specifications of the product documentation. In the event of a return, a refund would be returned or credit applied to outstanding invoices (less 15% restocking fee).</p>		
Warranty Policies		
Product to be replaced with new if reported within	days	
Product to be replaced with used/reconditioned units	Yes, No or N/A	No
Call tag to be issued	Yes, No or N/A	Yes

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Legend

Respond in this column

Please provide a brief summary of warranty policies. Note: warranties are not to be limited. If a manufacturer provides different support during various time periods, that information MUST be identified in your bid for each item affected by such limitations.

Warranty coverage for Foundry Networks products are described below. Additional support coverage can be purchased with your Foundry products. Please consult your local Foundry sales professional for annual support and services fees.

The terms and conditions governing your warranty on Foundry products are located below. Such terms and conditions supersede all other terms, unless otherwise agreed by Foundry.

Warranty Start Date

"Start Date" as used in this policy means the date this product is shipped from the manufacturing facilities of Foundry Networks, Inc.

Limited Hardware Warranty

Foundry Networks, Inc. ("Foundry") provides a one (1) year limited product hardware warranty to purchasers of Foundry products. Foundry warrants that the product hardware will be free from defects in materials and workmanship that result in a material deviation from the applicable published Foundry technical specifications ("Hardware System Failure"). Upon a Hardware System Failure, Foundry will repair or replace such product hardware within three (3) working days of its receipt of the failed hardware, if in advance of its receipt, such hardware (1) was evaluated by Foundry Technical Support in person.

Limited Software Warranty

Foundry provides a ninety (90) day limited software warranty to licensees of Foundry software accompanying Foundry hardware.

Technical Support Access

During and up to 90 days from the warranty "start date", toll free phone support is offered 5 days per week (8:30am to 5:30pm).

Software Updates

During and up to 90 days from the warranty "start date", software updates for system software and software products released during the warranty period are provided.

Hardware Repair Service

In the event of a hardware system failure past the first 30-days, but within the first year of ownership from the "warranty start date", Foundry Networks will provide a hardware repair service.

Advanced Hardware Replacement Service

Up to 30 days from the warranty "start date", Foundry Networks will provide an advanced hardware replacement unit, prior to the start of the hardware repair service.

Repair Policies (Non-warranty)

On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	Yes
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	Yes
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	Yes

Please provide a brief summary of repair policies.

Hardware Repair Service

In the event of a hardware system failure past the first 30-days, but within the first year of ownership from the "warranty start date", the unit will be either repaired or at Foundry Networks' option, replaced with a new or reconditioned unit of equal or better value. This service requires a phone support evaluation of the failed system from Foundry Technical Support personnel, and the issuance of a Technical Support RMA number. The Customer must ship the failed unit, pre-paid, to Foundry Networks. The RMA number must be clearly indicated on the box and shipping papers. Failure to do so will result in delays. A repaired or replacement unit will be shipped at Foundry Networks' expense within 3 business days after receipt of the failed unit.