

## **Rapid Hardware Repair Service**

With the purchase of the Rapid Hardware Repair Service (an “**Order**”), for the Subscription Term set forth in the Order, Solace will provide the services described below (the “**Support**”) to Customer.

### **1. General Description**

Provided that, in addition to the Order for the Rapid Hardware Repair Service, Customer has purchased a Standard Support Plan for its Solace Appliance(s), then during the Subscription Term, Solace will provide local Hardware sparing and On-Site Hardware repair for the Hardware (as defined below).

### **2. Definitions**

**Hardware:** The Solace Appliance and any of its components that are field replaceable.

**Solace Appliance:** Purpose-built hardware offerings of Solace Event Broker.

### **3. Availability**

Street addresses for all locations covered by Customer’s Rapid Hardware Support plan must be identified in writing to Solace in advance of sparing and on-site repair being offered to those locations. Solace may not be able to provide on-site repair to all Customer locations.

### **4. Sparing**

Hardware spares will be delivered to Customer’s premises once the related Support request has been investigated and a Hardware repair activity has been deemed necessary. Solace will supply functionally equivalent or better replacement Hardware which may be new or refurbished.

### **5. On-Site Hardware Repair**

Solace Support will dispatch a technician to Customer’s premises to install spare Hardware. Support is limited to replacing failed Hardware. Troubleshooting customer’s site’s physical infrastructure, such as power feeds and Ethernet cabling, is Customer’s responsibility.

### **6. On-Site Response Times**

On-Site Response Time is the length of time between:

- a) when Solace Support determines a visit by a technician is necessary, and Customer has provided the Hardware serial number and confirmed that access to the site is available, and
- b) the time when the technician and replacement Hardware arrives on site at Customer.

On-Site Response Time targets vary depending on the location of the deployed Solace appliances. On-Site Response Time will be established by Customer and Solace on a location-by-location basis.

### **7. Return of Failed Hardware**

A Solace technician handles all aspects of returning failed Hardware to Solace, including packaging, coordinating shipment and risk of loss. Shipping costs will be covered by Solace.

### **8. Relocation of Appliances**

Notwithstanding Section 9 (Equipment Relocation) of the Hardware Schedule, Customer must provide at least forty-five (45) days’ prior written notice if it chooses to move any of its appliances during the Subscription Term to allow Solace to confirm sparing coverage in the new location and deploy appropriate Hardware spare(s). Solace may not be able to provide sparing coverage in each new location. Any damages to an appliance in transit is solely Customer’s responsibility.