



Overseas Critical Moment On-site Support

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1 Description of Service Product

Customers who use Ruijie devices may purchase Ruijie critical moment on-site support service when they need Ruijie engineers to provide on-site attendance service to ensure the health and continuity of key services in major holidays and important events, or when major changes to network devices are required.

Based on the on-site service time purchased by the customer, Ruijie will dispatch professionals to provide on-site attendance support to ensure stable operation of Ruijie devices during the support period, prevent the occurrence of failures, or provide professional support in a timely manner when a failure occurs and resolve it quickly. In this way, the overall operation and maintenance (O&M) team of the customer can improve their efficiency and the related work can be completed successfully. For example, we can provide service support for major events, and internal support for important holidays and important production and business activities.

The critical moment on-site support service must be sold in conjunction with overseas R-Care maintenance service.

2 Content of Service Product

The critical moment on-site support service is an attendance support service provided by Ruijie for customers who purchase this product. This solution can help customers ensure the healthy and stable operation of the network during critical moments. In the overall support work, Ruijie will provide device inspection, emergency plan development, on-site attendance support, on-site response, and service summary, to ensure continuous and stable operation of the customer network during the critical moment.

The critical moment on-site support service supports four modes: 8-hour attendance on working days, 24-hour attendance on working days, 8-hour attendance on holidays and 24-hour attendance on holidays, according to customer requirements.

The specific service content is as follows:

Service Module	Service Content
Support solution development	Communicate with the customer in advance about the specific requirements of the support service, service content, support scope, key business indicators, and SLA requirements, and clarify the on-site spare parts support solution; Identify the leading personnel of the customer and establish an efficient mechanism for communication and cooperation.
Device health check	Use Ruijie health checklist or tools to check the configuration, parameters, and operating status of Ruijie devices, provide suggestions for corrective measures for the checked risky items, and provide a complete inspection report.
Emergency plan development	Develop an emergency plan based on the actual situation of the customer network and risk assessment, formulate countermeasures to potential risks during the support period, and provide planning for the implementation of various works.
Experts attendance support	During the key support service period, Ruijie will assign experienced engineers to be present who will cooperate with the customer during their attendance. Ruijie engineers in attendance will focus on the protection of Ruijie devices, and respond to or assist customers in solving the problems of Ruijie devices on site as soon as possible.
Service summary	After completing the critical moment on-site support work, Ruijie will provide the <i>Summary of Critical Moment On-site Support Service</i> .

Note:

1. The support engineer can only operate after authorized by the customer in writing on the premise of ensuring the security of the customer network.

2. Within the scope of inspection/the scale of attendance devices, the critical moment on-site support service only covers the sites within one kilometer of the specified site. If multiple stations outside one kilometer require on-site attendance, services provided by additional personnel need to be purchased according to the number of stations.
3. The critical moment on-site support service does not include the change service of Ruijie devices. Customers with requirements for Ruijie device change and attendance support need to purchase the network optimization service as well to enjoy more professional service support.

The specific service time is as follows:

Ruijie will dispatch engineers for service delivery within the service delivery time corresponding to the service product purchased by the customer. The specific service delivery time needs to be negotiated with the customer. The customer needs to apply for a service five working days in advance so that Ruijie can coordinate resources and arrange engineers to serve customers in time. If the service delivery time required by the customer exceeds the range of the service product purchased by the customer, additional payment and prepayment are required.

Service Product	Service Delivery Time
RG-Critical moment on-site support service_24-hour on working days	24 hours a day on national statutory working days from Monday to Friday
RG-Critical moment on-site support service_8-hour on working days	8 hours a day on national statutory working days from Monday to Friday
RG-Critical moment on-site support service_24-hour on holidays	24 hours a day on national statutory holidays
RG-Critical moment on-site support service_8-hour on holidays	8 hours a day on national statutory holidays

2.1 Device Health Check

For Ruijie devices agreed upon by the service, Ruijie engineers will perform health checks on the configuration commands, operating parameters, and operating status of these devices. Ruijie will use Ruijie professional inspection tools (such as Pro_Special, Halo and WIS) or device health checklist to conduct health checks on devices, discover potential problems and risks of devices in time, and provide targeted solutions.

Ruijie will organize the health check process data and solution measures, summarize and generate device inspection reports, and provide such information to the customer.

The specific service content in the device inspection is as follows:

No.	Detailed Service Content	Responsibility Party
1	Confirm the list of devices to be inspected, determine the plan for inspecting devices, and synchronize it to the customer.	Ruijie
2	Confirm the inspection requirements proposed by Ruijie, and then provide the environment required for the inspection (including but not limited to the login password permission of the devices, and the access permission for the authorized engineer).	Customer
3	Use relevant inspection tools to collect and analyze the configuration and operating status of the devices according to the inspection plan in the remote or on-site form (determine whether to provide on-site support based on actual conditions), including the inspection and troubleshooting of the vulnerabilities in the device system version, and eliminate the potential risks.	Ruijie
4	Formulate reliable countermeasures in response to the information collected during	Ruijie

	the inspection and the potential risks discovered, and compile and synchronize the complete <i>Ruijie Device Inspection Report</i> . Communicate with the customer about the corresponding risks and countermeasures.	
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For data communication equipment, the inspection output content is defined as follows:

Inspection Service Standard Item	Description of Indicator Item
Inspection report output standard for Ruijie devices	<p>Make sure that the device inspection report includes the following details:</p> <ol style="list-style-type: none"> 1. Device asset information; 2. Inspection results of the device operating statuses; 3. Failure symptoms/potential risks (provide customers with risk level reminders); 4. Suggested solution for the customer according to the risk level; 5. Whether the discovered risks need to be resolved, whether the customer accepts the solution proposal, and whether the customer is willing to bear the notified risk. The customer needs to confirm these questions in writing in the report; 6. Handling results confirmed by both sides.
Requirement of completion time limit	Be sure to fill in the <i>Ruijie Device Inspection Report</i> after the inspection is completed, and check the report with the customer on the spot to obtain approval.
Customer feedback	<p>After the inspection report is provided to the customer, the customer confirms that there are no supplements, comments, or complaints.</p> <p>When the customer proposes requirements or comments on supplementary inspection content, Ruijie needs to deal with them as soon as possible or coordinate resources for support.</p>

Note:

1. According to the specific situation of the project, the service content standard can be changed according to the requirements of customers, market personnel, service consultant or technical team.
2. If the required inspection content exceeds the standard content definition of the service product, the customer needs to communicate with Ruijie in advance to confirm the working hours and engineer level involved in the over-range work, and if necessary, the customer needs to pay an additional fee to purchase the corresponding service.

2.2 Emergency Plan Development

In the early phase of critical moment on-site support, consider the risks brought by possible business changes during the on-site support period, and work with the customer to formulate an emergency plan in line with the on-site situation of the customer's network (combined with the potential risks found in the inspection report). Plan to consider possible emergencies, and purchase reliable support measures to ensure that problems can be solved quickly during the on-site support period.

This service content is usually completed during the service delivery preparation process. When it comes to on-site support service delivery, the engineer will verify and update the emergency plan based on the site survey situation, device deployment situation and customer needs.

The division of responsibilities during the formulation of an emergency plan is as follows:

No.	Detailed Service Content	Responsibility Party
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1	Formulate the first draft of the emergency plan based on the customer's network situation; Verify and update the emergency plan after the site survey.	Ruijie
2	Review the content of the plan and put forward review opinions.	Customer
3	Output the emergency plan as a key reference during the follow-up on-site support period.	Ruijie

2.3 Experts Attendance Support

During the key support service period, Ruijie will assign experienced engineers to be present who will cooperate with the customer during their attendance. Ruijie engineers in attendance will focus on the protection of Ruijie devices, and respond to or assist customers in solving the problems of Ruijie devices on site as soon as possible.

List of responsibilities of both sides in the on-site expert attendance service:

No.	Activity	Responsibility Party
1	Determine the on-site attendance schedule with the customer, and arrange Ruijie experienced engineers to provide support on the customer site.	Ruijie
2	Clarify the leading person of the customer on site so that Ruijie engineers can better cooperate with them to provide on-site support.	Customer
3	Ruijie engineers in attendance will focus on the protection of Ruijie devices, and respond to or assist customers in solving the problems of Ruijie devices on site.	Ruijie

2.4 Service Summary

After the end of the critical moment on-site support work, the on-site support work is summarized, including but not limited to: support work log, on-site photos, business index comparison (according to customer needs), and follow-up optimization suggestions. The specific content can be determined according to the actual situation. The service summary report is provided to the customer.