



Ruijie Overseas Man-day Service

**Ruijie Networks Co., Ltd.
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1 Description of Service Product

Ruijie overseas man-day service refers to the service that Ruijie arranges experienced engineers to provide technical support and guarantee to the customer network on site when technical support work such as network maintenance, troubleshooting, spare parts replacement, and network monitoring requires on-site support from Ruijie engineers during the operation and maintenance (O&M) of the customers' network devices.

To ensure that customers' technical service needs can be effectively supported, Ruijie will arrange qualified engineers based on customer conditions to assist customers on-site in addressing problems encountered during device operating and O&M according to the service agreement (including service content, location, and time), analyze and consider reasonable solutions, help customers with professional troubleshooting, or give reasonable maintenance suggestions to help customers solve problems.

The single technical support service must be sold in conjunction with R-Care maintenance service.

2 Content of Service Product

Based on the content of the service agreement, Ruijie can provide a single on-site technical support in the following situations.

The specific service content is as follows:

Service Module	Service Content
On-site troubleshooting	Provide on-site troubleshooting and assistance in business recovery
Network device maintenance	Provide technical support as needed for device change configuration, and routine maintenance.
Spare parts replacement support	When spare parts support is needed for hardware failures, engineers bring spare parts to the field to assist in replacing the faulty parts
Network device monitoring and prevention	Assist customers in routine monitoring and preventive maintenance of some network devices

Note:

1. Working time: 8 hours a day on national statutory working days from Monday to Friday, AM9:00-PM18:00.

2.1 On-site Troubleshooting

When a customer's network fails, Ruijie will arrange network engineers to the user site according to the time agreed with the customer, assist in fault location and troubleshooting, and cooperate with customers to quickly deploy temporary recovery solutions for scenarios that require emergency business recovery.

2.2 Network Device Maintenance

Ruijie engineers arrive at the site within the time agreed with the customer to assist the customer in performing configuration changes or routine maintenance on Ruijie network devices, and provide technical support.

2.3 Spare Parts Replacement Support

Based on the spare parts replacement plan (including but not limited to the device model, quantity, replacement time, and location) determined in advance with the customer, Ruijie engineers go to the site to cooperate with the customer for the replacement service of the faulty parts.

2.4 Network Device Monitoring and Prevention

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 RIIP) or device health checklist to conduct health checks on devices, discover potential problems and risks of devices in time, and provide targeted solutions.