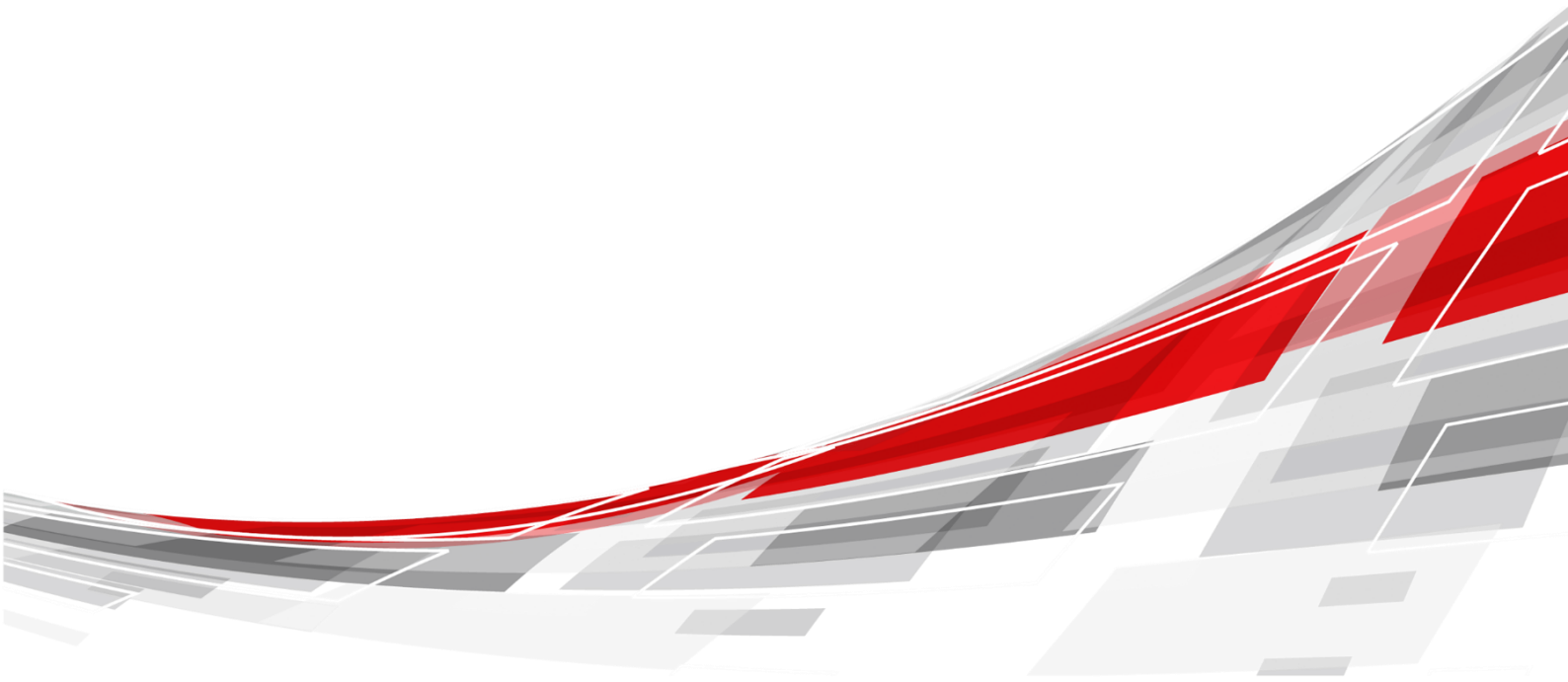


Super-Care Onsite Premier+ Support Service Proposal

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1. Service Overview

The Super-Care Onsite Premier+ Support service is an advanced maintenance service solution developed for the customers who purchase xFusion products. Through this solution, xFusion not only provides warranty services, but also responds to your requests for Technical Assistance Center (TAC) Support and advance hardware replacement within the shortest time. The solution also provides onsite technical support for you to help you maintain a more efficient and stable network environment and improve network productivity.

This instruction applies to service products sold by xFusion.

Super-Care Onsite Premier+ Support service provides customers solutions as follows:

| Service Category | Service Item | Onsite Premier+ |
|------------------|-----------------------------|-----------------|
| Remote support | TAC Support | 24x7 |
| | Online Self-help Support | Yes |
| Hardware support | Hardware Replacement | 24x7x2H |
| Software support | Software Updates | Yes |
| Onsite support | Onsite Hardware Replacement | 24x7x2H |
| | Onsite trouble shooting | Yes |

2. Service Description

With the Super-Care Onsite Premier+ Support service level purchased by you on the PO/contract, xFusion shall provide the services described in the following sections.

2.1 Super-Care Onsite Premier+ service Level Objective (SLO)

| No. | Service Item | Description |
|-----|---|--|
| 1 | Technical Assistance Center (TAC) Support | <p>Available 24 hours a day, 7 days a week.</p> <p>For Priority 1, respond within 30 minutes;</p> <p>For Priority 2 calls, within 60 minutes;</p> <p>For Priority 3 calls, within 2 hours;</p> <p>For Priority 4 calls, within NBD.</p> <p>Definition of response time: from the time when the customer service engineers of xFusion's technical support center accept your service request to the time when technical support engineers contact you for the first time and start to provide remote technical support services</p> |
| 2 | Operating System (OS) Software Updates | Providing the maintenance releases (patches and minor releases) of OS Software. |
| 3 | Online Self-help Support | Access to xFusion Website Knowledge Base, product documents, and self-help tools, Smart Q & A, etc. |
| 4 | Advance hardware replacement* | <p>Available 24 hours a day, 7 days a week.</p> <p>Replacement parts will arrive within 2 hours for Priority 1 and Priority 2 calls; For Priority 3 and Priority 4 calls, within NBD.</p> <p>If your site is more than 25 kilometers away from the nearest xFusion spare parts warehouse, it may take longer for the equipment to arrive at the site.</p> |

| | | |
|---|-----------------------------|---|
| | | Delivery time is calculated from the time when xFusion deems a spare part is necessary and RMA number generates to the time when the replacement part arrives. |
| 5 | Onsite hardware replacement | Available 24 hours a day, 7 days a week. xFusion engineers will arrive at the site within 2 hours for Priority 1 and Priority 2 calls; For Priority 3 and Priority 4 calls, within NBD. |
| 6 | Onsite trouble shooting | If your site is more than 25 kilometers away from the nearest xFusion service center, xFusion will determine a reasonable onsite service time based on the actual conditions (for example, transportation conditions) after negotiation with you. Onsite Service is calculated from the time when xFusion determines to assign an engineer to the time when he arrive at the site. |

Notes:

1. xFusion will select a proper service mode based on the actual situation and the committed SLA to resolve your problems in a timely and effective manner. xFusion reserves the right to select the specific service mode.
2. xFusion cannot guarantee Spare Parts availability for such cases in which the RMA is not requested in a timely manner; e.g. for multiple RMAs requested at the same time, or for accumulated Faulty Parts requested in a single RMA.
3. Service delivery is based on commercially reasonable effort.
4. The service start date and end date should be specified in the respective Purchase Order or contract between you and xFusion. If no service start date is listed on the PO/contract, it is defined as below:
 - 1) For a new service order sold together with xFusion product, the service starts on the 90th day after the product shipment date from xFusion; Should xFusion also provide the Installation or Commissioning services, then the Service Start Date is the same as the initial customer acceptance date;
 - 2) For a renewal service order, the service start date is the day after the end date of warranty or the previous Service.

2.2 Technical Assistance Center (TAC) Support

After receiving a service request for rectifying a network or system fault, xFusion engineers will first analyze and handle the fault remotely and then rectify it in the shortest possible time. There are two

methods of Technical Assistance Center (TAC) Support: telephone support and remote access. TAC support languages include English, French, German, and Italian, etc.

(1) Telephone Support

After receiving a service request from you, xFusion engineers will respond to you through phone calls within the time period defined in the Service Level Agreement (SLA) and help you analyze and locate the problem. Then the engineers provide a solution and guide you in implementing the solution.

(2) Remote Access

If the fault or problem cannot be handled through telephone support, with your permission, xFusion engineers will log in to the faulty equipment through a remote terminal to investigate the problem and collect data. After analyzing the causes, the engineers propose a solution and guide you in implementing it. If necessary, the engineers will operate the equipment remotely.

Responsibility Matrix

| No | Activity | xFusion's Responsibility | Your Responsibility |
|----|--|--------------------------|---------------------|
| 1 | Provide the channels for raising a service request. | Owner | - |
| 2 | Respond to a service request within the SLA-defined time period. | Owner | Assistant |
| 3 | Escalate the problem to the corresponding expert support team if necessary. | Owner | - |
| 4 | Provide the information required to locate the problem, including the serial number or bar code of the equipment, equipment location, and description of the fault as well as other information that is required to analyze the problem, such as alarms, logs, performance measurement results, and operation records. | Assistant | Owner |
| 5 | Provide a remote access channel and an account and password for temporary access. Grant xFusion engineers with the remote access permission. | - | Owner |

| | | | |
|----|---|-----------|-----------|
| 6 | Confirm that the remote access permission has been obtained. Handle the problem through remote access if necessary. | Owner | Assistant |
| 7 | Locate and handle the problem remotely. | Owner | Assistant |
| 8 | Provide a temporary solution and restore the system to its previous state before the fault occurs if necessary. | Owner | Assistant |
| 9 | Implement the solution and validate the effectiveness. | Assistant | Owner |
| 10 | Confirm the effectiveness of the solution and provide the status of the problem. | - | Owner |

2.3 Operating System (OS) Software Updates

To keep your networking technology up-to-date with the latest Operating System (OS) software features and system improvements within your licensed feature set, xFusion provides OS software updates that include bug fixes and maintenance, and minor releases. xFusion also provides the rights to new software update releases as made generally available by xFusion. You will perform the installation of software updates, unless otherwise deemed necessary by xFusion.

2.4 Online Self-help Support

xFusion provides technical and general information on xFusion products with product manuals, configuration guides, and network maintenance cases. After obtaining website access permission, a customer can view or download helpful documents and self-support tools, and get latest product information. In addition, the website provides Smart Q & A service to support real-time online help.

xFusion technical support website: <https://www.xfusion.com/support/#/en/home>

2.5 Advance hardware replacement

xFusion provides advance hardware replacement services to help you cope with your urgent needs of Spare Parts.

Advance hardware replacement is a service that entitles you to receive advance replacement of hardware xFusion deems a spare part is necessary and RMA number generates. Please return the defective equipment to a designated xFusion site within 15 business days upon receipt of the replacement equipment. In the event the defective part is not received by xFusion within 30 calendar

days, xFusion reserves the right to charge you then-current price of the Spare Parts provided and to degrade the advance hardware replacement service.

You are responsible for returning the faulty unit to xFusion at your cost. If Pick-up Service is available in this region, xFusion will incur all shipping and insurance costs to return the faulty unit to xFusion.

The replacement equipment may be new or an equivalent with the same functions. If the product is no longer in production and is out of stock, xFusion will provide another type of equipment or board with performance equal to or better than the original.

You will own the replacement unit provided by xFusion, while xFusion will own the defective unit.

If you cannot return the faulty unit to xFusion due to data security, privacy, or other reasons, you can purchase the service for retaining the defective unit.

For a product that has been replaced by xFusion, you are entitled to either of the following services (whichever is longer):

- (1) A 90-day warranty starting from the date when the good equipment is shipped or the date when the equipment is replaced
- (2) The remaining maintenance service of the original equipment

Responsibility Matrix

| No. | Activity | xFusion's Responsibility | Your Responsibility |
|-----|--|--------------------------|---------------------|
| 1 | Fill out the <i>Service Request Form</i> to get hardware support services. | Assistant | Owner |
| 2 | Send the replacement equipment to a site agreed by both you and xFusion. | Owner | - |
| 3 | Sign the Proof of Delivery (POD). Check whether the received equipment can operate normally and conforms with your application | - | Owner |
| 4 | Return the defective equipment to a warehouse designated by xFusion within the defined time frame. | - | Owner |
| 5 | Fill out a fault tag for each defective unit. | Assistant | Owner |
| 6 | Sign the POD and acceptance report after confirming that the received equipment is consistent with your application | Owner | - |

Notes:

1. When you submit a Return Material Authorization (RMA) request, please fill out the fault tag and Service Request Form and then send them to xFusion through fax or email. xFusion is not responsible for any delay or other unexpected result that is caused by your fault, such as lack of information or inaccurate information provided.
 2. If you move a piece of equipment included in the equipment list to another location, please notify xFusion within 30 days after moving, and xFusion will start the maintenance of the equipment within 30 days after receiving your notice.
 3. If you modify the parameters or configurations of a product, including upgrading the product or modifying the configurations of the Field Replaceable Unit (FRU), please notify xFusion within 5 days after modification.
 4. It is highly recommended to keep the packaging (including antistatic and foam packaging) of the returned product unchanged. If the original packaging cannot be used, please ensure the packaging of the returned product meets the transportation requirements and the returned product is transported without any damage.
 5. Advance hardware replacement does not apply to special hardware and software, such as hardware and software customized by you.
-

2.6 Onsite hardware replacement

If you have purchased xFusion's Super-Care Onsite maintenance service, xFusion will first handle the problem remotely. If the problem cannot be resolved without replacing the hardware, xFusion will assign experienced technical support engineers to your site within the time period defined in the SLA. The engineers will replace the hardware and rectify the fault to restore your system.

For Server and Storage Products, xFusion will assign experienced technical support engineers to your site to perform the installation of replacement parts, but for CRUs (refer to the Annex 2 for CRU list), customers have the option to install the CRUs.

After replacing the hardware, xFusion engineers will take the defective equipment back to xFusion. If they cannot take the defective equipment away, Please return the defective parts to a designated xFusion site within 15 business days. If you cannot return the defective equipment due to data security or other reasons, you can buy the Defective Parts Retention Service from xFusion.

Responsibility Matrix

| No. | Activity | xFusion's Responsibility | Your Responsibility |
|-----|--|--------------------------|---------------------|
| 1 | Confirm that engineers need to be assigned to replace hardware on site. | Owner | - |
| 2 | Assign engineers to the site and make preparations (for example, apply for spare parts, make travel arrangements, etc.). | Owner | - |
| 3 | Assign a qualified operation & maintenance (O&M) engineer to provide necessary information and assistance for xFusion engineers. | - | Owner |
| 4 | Ensure that xFusion engineers can access the site conveniently and grant xFusion engineers with the permission to operate the necessary equipment. Ensure that the work environment is safe for xFusion engineers. | - | Owner |
| 5 | Arrive at the site within the defined time frame and replace the hardware on site. | Owner | Assistant |
| 6 | Verify the effectiveness of the solution. | - | Owner |
| 7 | Submit the Onsite Technical Support Report, which includes information for the service request and operation records. | Owner | - |
| 8 | Sign the Onsite Technical Support Report and confirm that the service is completed. | - | Owner |

Notes:

For onsite service, It's your obligation to do some operational assistance as following:

1. In the Product's physical location, Please provide an appropriate work environment (including heat, light, ventilation, electrical outlet etc.) and reasonable access for the use of xFusion's service personnel.
2. Provide internet access or other access capabilities for the purpose of maintenance service. Backup logs, images and configurations on a regularly schedule and provide those information to xFusion's service personnel about Hardware remedial maintenance.
3. Provide ladders that can help reach the height of the product if the products installed above four feet. While please ensure that all products installed below ten feet.

- Please provide safety and security protection for xFusion's personnel or its subcontractors when they are working in your unmanned sites.

2.7 Onsite Troubleshooting

If you have purchased xFusion's service package for onsite troubleshooting and have an equipment fault that cannot be effectively rectified through remote technical support, xFusion will assign experienced technical support engineers to your site within the time period defined in the SLA to analyze the fault, develop a solution, and rectify the fault on site.

Notes:

- xFusion's service engineers may fail to arrive at the site within the defined time frame if they cannot buy travel tickets due to transportation-related reasons and must use other transportation that requires a longer time to arrive at the site.
- xFusion's service package for onsite troubleshooting does not include the onsite services associated with software updating or upgrading or other onsite services not related to troubleshooting.

Responsibility Matrix

| No. | Activity | xFusion's Responsibility | Your Responsibility |
|-----|--|--------------------------|---------------------|
| 1 | Confirm that engineers need to be assigned to the site. | Owner | Assistant |
| 2 | Provide necessary information. | - | Owner |
| 3 | Respond to and confirm the service request. Assign engineers to the site and make preparations (for example, make travel arrangements). | Owner | - |
| 4 | Assign a qualified O&M engineer to provide necessary information and assistance for xFusion engineers. | - | Owner |
| 5 | Ensure that xFusion engineers can access the site conveniently and grant xFusion engineers with the permission to operate the necessary equipment. Ensure that the work environment is safe for xFusion engineers. | - | Owner |
| 6 | Handle the problem on site. | Owner | Assistant |
| 7 | Verify the effectiveness of the solution. | - | Owner |

| | | | |
|---|---|-------|-------|
| 8 | Submit the Onsite Technical Support Report, which includes information for the service request and operation records. | Owner | - |
| 9 | Sign the Onsite Technical Support Report and confirm that the service is completed. | - | Owner |

3. Applicable Zones

xFusion provides Super-Care Onsite Premier+ services based on the SLA in the following cities:

| Service Level | Applicable Cities |
|--|---|
| Super-Care Onsite Premier+ Support service | <i>Singapore, Indonesia, Malaysia, Hong Kong, Macao, Japan, South Korea, United Arab Emirates, France, Germany, Italy, Mexico</i> |

Notes:

1. xFusion reserves the right to determine whether onsite support is needed.
2. The replacement cycle may be prolonged for the following reasons:
 - 1) Your site does not included in the applicably city.
 - 2) The spare parts fail to arrive at the site within the defined time frame due to transportation or postal problems.

Appendix 1 Priority Level Definition

| Priority Level | Definition |
|--------------------|--|
| Priority 1 (P1) | There is a critical impact on customer's business operations. |
| Priority 2 (P2) | Significant aspects of customer's business operation are negatively impacted; the customer is able to perform business operations, but performance of business operations is degraded or severely limited. |
| Priority3 (P3) | These are faults that have limited impact to business operations, while most business operations remain functional. |
| Priority4 (P4) | There is little or no impact on customer's business operations; includes information or assistance with xFusion product functionality, operation, or configuration and other enquiring questions. |

Appendix 2 CRU Parts List

| Product Category | Product/Product Series | Customer Replaceable Units (CRUs) |
|------------------|------------------------------------|--|
| Rack Server | 12XX/22XX/24XX V7, 12XX/22XX V8 | Disk Drive, Memory, Power Supply, CD Drive (External), NIC/HBA Adapter, Fan, SSD Card, Optical Module |
| | 52XX/58XX V7 | Disk Drive, Memory, Power Supply, CD Drive (External), NIC/HBA Adapter, Fan, Memory Board, Optical Modul |
| | XH32X (X6000) | Disk Drive, Memory, Power Supply, Fan, Optical Module |
| | XH620/622/628(X6800) | Disk Drive, Memory, Power Supply, CD Drive (External), Fan, Optical Module |

| | | |
|--------------------------------|---------------|--|
| Blade Server | CH12X/22X/24X | Disk Drive, Memory, CD Drive (External), NIC/HBA Adapter |
| | E9000 Chassis | Power Supply, Fan, Optical Module |
| High-Density Servers | XH3XX, XH6XX | Disk Drive, Memory, Fan, Power Supply, PCIe Riser module, PCIe Riser Card, CD Drive (External), NIC/HBA Adapter, Optical Modul |
| G Series Heterogeneous Servers | G530, G560 | Disk Drive, Memory, Power Supply, CD Drive (External), NIC/HBA Adapter, Fan, Memory Board, Optical Module |
| | G5500 Chassis | Power Supply, Fan |

Note:

CRU: refers to components that customers can replace on their own.