

NetWitness Warranty and Replacement Parts

Product	Standard Warranty Period and Support Option	Support Option Upgrade during Warranty Period	Initial Product Installation	Support Options during Maintenance Period	RMA-Parts Replacement	Customer Performed Tasks (*1)	Designated Customer Replaceable Units (CRU's) (*2)
NetWitness Software	90 days: defective media replacement Support during warranty available with purchase of a maintenance support option	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Basic, Enhanced	N/A	Customer Installation of subsequent Software Releases	N/A
NetWitness Appliance	90 Days	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	Advanced Replacement (*3) - Next Business Day (Requests must be in by 2pm EST or 4pm Western Europe Time). 1st Year Advanced Replacement Maintenance for years 2 through 5	Customer Installation of subsequent Software Releases	Appliance
SaaS	N/A Hosted Solution (*4)	N/A	Performed by NetWitness	Basic, Enhanced	N/A	NetWitness Operation responsible for installation and maintenance of Hosted environment	N/A

1. Customer-Performed Tasks:

Customer-performed tasks are product support tasks that Customer is authorized by NetWitness to perform. NetWitness will provide diagnostic tools and documentation to enable customers to perform replacement of designated Equipment and other service tasks.

2. Customer Replaceable Units (CRUs):

CRUs are specific assemblies, components or individual parts of designated NetWitness Equipment that Customer is authorized by NetWitness to self replace. In the event of a Failure or technical issue, a customer may remove and replace a CRU by using NetWitness- provided diagnostic tools and/or documentation. Assemblies or components not designated as CRUs, must be serviced and/or replaced by NetWitness or a NetWitness authorized service partner.

3. Advanced Replacement:

Appliances are shipped out same day or next business day. NetWitness Appliances must be returned within 15 days of receiving replacement or full value of Replacement Appliance will be incurred by Customer. For all other Appliances, Customer has 10 days to return faulty appliances.

4. SaaS

90 day defective media replacement.