



Van Le <vle@mozilla.com>

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## FW: Support Contract for Arista

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**Eduardo Avalos** <eavalos@bluechiptek.com>  
To: Van Le <vle@mozilla.com>  
Cc: Darren Fujikawa <dfujikawa@bluechiptek.com>

Mon, Oct 9, 2017 at 5:17 PM

Hi Van and Joel,

Here is a copy of the Support contract for Arista for Mozilla PO: 1397959



The purpose of this email is to act as a single point of reference for all information related to your order. If this is your first purchase with Arista Networks, allow us to welcome you to our family of valued customers. If you are a returning customer, we appreciate the opportunity to serve you again and the confidence in Arista Networks your order represents.

Billed Customer	End Customer	PO#	Invoice No.
BlueChipTek	Mozilla		93275

MSA #	Sales Order	A-Care Service Level	Start Date	End Date	Item	Serial Numbers (Switches Only)
MSA29630	88031	Next Business Day	6/2/2017	6/1/2018	DCS-7150S-52-CL-F	JPE15072281

## **A-Care Service Level Offers:**

- Unlimited 24x7 TAC Access
- Software Downloads
- Online Case Management
- Arista Networks Community Forums

## **WEBSITE REGISTRATION**

Please adhere to the following process to register to access the Arista Networks support website. Documentation and software updates can only be accessed by registered users. Please note that separate access is required per person, and each registrar must use their corporate email account.

1. Register with Arista Networks support at <https://www.arista.com/en/user-registration>
2. Receive email confirmation of your registration approval. This email will generally arrive within the next business day. Important: your website access will not be active until you receive this email.
3. Log on to the Arista Networks support site at <https://www.arista.com/en/login> and confirm access is permitted.

## **IMPORTANT LINKS**

Open a support case:

<http://www.arista.com/en/support/cp-access>

Download software images and documentation:

<https://www.arista.com/en/support/software-download>

## **IMPORTANT CONTACT INFORMATION**

Support:

[support@arista.com](mailto:support@arista.com) or dial 866.476.0000

Product Inquiries:

[sales@arista.com](mailto:sales@arista.com) or dial 408.547.5501

## **MASTER SERVICES AGREEMENT (MSA)**

Below is a link to your Master Services Agreement information:

<http://www.arista.com/assets/data/pdf/MasterServicesAgreement.pdf>

**END USER LICENSE AGREEMENT (EULA)**

Below is a link to your End User License Agreement information:

<http://www.arista.com/assets/data/pdf/EndUserLicenseAgreement.pdf>

**WARRANTY**

Below is a link to your warranty information:

<http://www.arista.com/en/service/warranty>

Arista Networks is committed to offering the industry's best support as part of this order. Please contact us if you desire clarification on any of the information detailed above. We appreciate your business and look forward to serving you again.

Sincerely,

Arista Networks A-Care Support Team

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