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## Extreme Networks and Partners Deliver Best-in-Class Customer Service through Expanded Global Program

### Program Expands Geographical Support by 40 Percent and Underscores the Company's Commitment to Customers and Partners

SAN JOSE, Calif., July 16, 2014 /PRNewswire/ -- [Extreme Networks, Inc.](#) (NASDAQ: EXTR), a leader in high performance networking, today announced an expanded services and support program aimed at maximizing customer investments and support worldwide. The new Global Service Program is part of today's launch of the Extreme Partner Network (EPN) and is designed to empower channel partners to become service-enabled partners to deliver a superior experience for customers. Now, all qualified global channel partners have additional service revenue opportunities to expand their businesses through ExtremeWorks, the direct-delivered service option from the Extreme Networks technical team as well as qualifying for the Extreme Networks' PartnerWorks co-delivery services program. Whether delivered directly by Extreme Networks or a through a qualified PartnerWorks channel partner, customers receive greater service with faster resolution times.



Key to any program is exceptional customer service and the Extreme Networks® global services are built around its award-winning support center, the Global Technical Assistance Center (GTAC) comprised of 100 percent in-house experts who provide high-touch access to customers. Extreme Networks' GTAC employees average tenure of 10 years and a first-person resolution rate of 94 percent. Additionally, the Company has significantly expanded geographical support with twice the number of global contact centers and a 40 percent increase in service logistics depots, drastically lowering average response times without sacrificing the quality of support the customer receives.

#### Key Facts:

- Extreme Networks was [recently given](#) the 2014 Gold Stevie Award for Contact Center of the Year 2014 and received three Silver Stevie Awards for the Best Use of Technology in Sales, the Customer Service Training Team of the Year and the award for Innovation in Customer Service.
- Extreme Achieved a Net Promoter Score of 8.2 out of 10, leading the enterprise networking space in customer satisfaction service.
- Extreme Networks has greatly expanded its reach globally, with the addition of more depots. In some select locations Extreme Networks can now offer a 2 hour parts replenishment time.
- Firmware enhancements are now included under a support contract for expanded select products, driving significant cost benefits to the end customer.

For more information about Extreme Networks' services, please visit <http://www.extremenetworks.com/support/contact>

#### Executive Perspectives

*Joe Novak, Vice President of Worldwide Service and Support for Extreme Networks*

"At Extreme, we continuously strive to develop new ways of serving our customers. Whether through our partners or direct, our customers are our priority and our 100 percent in-house experts provide comprehensive, first-rate support to customers, which we recognize as a key component to our customer service and support success. Delivering top notch services and support is vital to our business and at the heart of Extreme Networks' core values."

*Karl Witthuhn, Network Engineer, Silicon Graphics, Inc.*

"Since deploying Extreme Networks Ethernet switches for SGI's cloud and big data applications last year, we have found the responsiveness and professionalism of the GTAC support team to be well above the bar. The combination of a knowledgeable support team, quick action response time and quality training offered, instills a confidence in us that our network is in good hands due to their expertise and commitment."

*Joel Harris, Managing Director, TasmaNet*

"Extreme's service organization is top notch and the recent program changes make it deeper and better across Asia Pacific. As a service provider, we need a network that is available and fast, and Extreme's technical services, ranging from diagnosis to part replacement, make for a stellar aspect of our customer experience."

### **Additional Resources**

- Extreme Partner Network [homepage](#)
- Connect with Extreme via [Twitter](#), [Facebook](#), [YouTube](#), [LinkedIn](#) and [Google+](#)

### **About Extreme Networks**

Extreme Networks, Inc. (NASDAQ: EXTR) is setting a new standard for superior customer experience by delivering network-powered innovation and market leading service and support. The company delivers high-performance switching and routing products for data center and core-to-edge networks, wired/wireless LAN access, and unified network management and control. Our award-winning solutions include software-defined networking (SDN), cloud and high-density Wi-Fi, BYOD and enterprise mobility, identity access management and security. Extreme Networks is a partner-first organization with a worldwide network of solution providers, technology partners, alliance partners, OEMs, distributors, training partners and system integrators. Headquartered in San Jose, CA, Extreme Networks has more than 12,000 customers in over 80 countries. For more information, visit the company's website at <http://www.extremenetworks.com>.

Extreme Networks, the Extreme Networks logo, and Extreme Partner Networks (EPN) are either trademarks or registered trademarks of Extreme Networks, Inc. in the United States and/or other countries. All other names are the property of their respective owners.

Except for the historical information contained herein, the matters set forth in this press release, including without limitation statements as to the features, performance, and benefits of Extreme Networks products, are forward-looking statements within the meaning of the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995. These forward-looking statements speak only as of the date. Because such statements deal with future events, they are subject to risks and uncertainties, including network design and actual results of use of the product in different environments. We undertake no obligation to update the forward-looking information in this release. Other important factors that could cause actual results to differ materially are contained in the Company's 10-Qs and 10-Ks that are on file with the Securities and Exchange Commission. <http://www.sec.gov>.

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