

FIBER MONITORING AND ASSURANCE PRODUCT GROUP: FMA – ADVANCED USER PROGRAM

Become a fiber network monitoring and assurance (FMA) product partner

As a leading solutions provider, it is in our interest to meet your ever-changing requirements, especially with regard to fiber network operation and maintenance technologies, standard operating procedures, integration options, and everything else that makes your business challenging on a daily basis.

We invite you to contribute to creating more networking opportunities within our FMA user community, through which you can share your experiences using our solution. Such exchanges enable all interested parties to benefit from each others' business environments, observations and ideas, in addition to accessing solutions that address specific challenges. By becoming an associate or expert user of any of our FMA products, you'll have the opportunity to directly contribute to making our solutions more relevant to your operations—both now and in the future.

Our mutual promises

The FMA product-partner designation demonstrates your level of expertise and achievement in utilizing our product(s), and will be displayed to other potential and current users. The program will also be customized on an ongoing basis to better meet your needs. The following terms outline the definitions of "associate" and "expert" user, in addition to the responsibilities of both parties:

EXFO's pledge to you ¹	Associate user	Expert user
Free web-based user-training sessions (minimum of four per year) hosted by product experts and related to the use of various solutions, including key concepts, tips and best practices. These events are only available to the user community, and are held in three different time zones.	•	•
The partner is authorized to use the EXFO logo ² on its website under a Technology Partner or similar type of page.	•	•
Free access to and remote activation of the NQMSfiber Mobile Web UI option.	•	•
On-premise visit (minimum one-day visit) conducted by a product expert to determine the best possible use of the solution. A roadmap presentation is provided during the visit, and discussions will be held regarding any required improvements or integrations.		•
Firsthand access to new releases and service packs for timely feedback on new features and general enhancements.		•
During each on-site visit (see below), the user receives a voucher ³ towards the future purchase of any FMA test equipment, software or services equivalent to the amount of US\$5,000.		•

Your pledge to EXFO	Associate user	Expert user
The user's company grants EXFO Inc., and/or any of its wholly-owned subsidiaries, the authorization to publicly identify its company as a user of FMA product(s), thereby confirming that said user is utilizing it/them on a regular basis. At the same, the user grants EXFO authorization to produce and distribute testimonials ⁴ to its active or prospective customers, whether orally or in writing, in hard copy, digital or any other format, including but not limited to distribution on the Internet in the form of company news and/or case studies.	•	•
Subject to at least one month's prior notice, the user agrees to accept an on-site visit at its premises from a current or prospective user of FMA products, who will present, demonstrate and discuss his or her experience utilizing the product with the support of EXFO's local support team. The maximum number of visits is one per six-month period.		•

¹ Assumes that your company is actively enrolled in an FMA support and maintenance plan (Silver, Gold, etc.).

² Use of the EXFO logo must be in accordance with the Graphical Guidelines set forth by EXFO's Marketing Department regarding use of the corporate logo. These Guidelines are available upon request.

³ Must be used within 12 months of the issue date on a single order with a minimum value of US\$10,000 (before rebate).

⁴ EXFO will submit a testimonial or case study to the user for review and acceptance, and wait for email confirmation of approval prior to publication.

Contact information

User details

Company: _____

EXFO Inc.

Name of User: _____

Job Title: _____

E-Mail: _____

Tel. (office): _____

Terms and Conditions

Your participation in the EXFO FMA Advanced User Program is voluntary, and can be terminated at any time. EXFO may elect to cancel the program or your participation in the program at any time by way of written notice. Upon termination of your participation, EXFO shall retain the right to use any contributions you may have made to the program. By participating in the program, you hereby agree to assign to EXFO any and all proprietary rights (including copyrights and intellectual property rights) you may have in relation to any contributions made to the program, and waive all moral rights you may have therein.

Effective _____, _____ hereby agrees to participate in the

EXFO FMA Advanced User Program as an _____ user.

Company details

Authorized Representative for _____:

Authorized Representative for EXFO Inc.:

Name: _____

Claudio Mazzuca

Signature: _____

Job Title: _____

Vice President, Systems and Analytics

To terminate participation in the program

By completing, signing and returning the section below to us via email at FMAprogram@exfo.com, you hereby confirm that you wish to terminate your participation in the program and withdraw from the agreed commitments and benefits mentioned above.

We thank you for your contribution to the program.

Name: _____

Email: _____

Signature: _____