

Update to Open Books Announcements for 5720, 5520, 5420, and 5320 Universal Switches related to 1-year XIQ Pilot Subscription

Summary

Starting July 1, 2023, the purchase of 5720, 5520, 5420 and 5320 Universal Switches will not include a 1-year XIQ Pilot subscription with the purchase of each switch. This change is intended to align the Universal Switches with the XIQ subscription process used for all other products and simplify the process to purchase multi-year subscriptions.

5720, 5520, 5420 and 5320 switches ordered from distributors or purchased directly from Extreme prior to July 1, 2023 will continue to include the 1-year XIQ Pilot subscriptions. These customers will continue to receive the 1-year XIQ Pilot subscription entitlement in their VIQ account following shipment of the switch from the distributor and should continue to purchase XIQ-PIL-S-C-EW-DELAY (ExtremeWorks) or XIQ-PIL-S-C-PWP-DELAY (PartnerWorks) to extend their XIQ Pilot subscriptions longer than 1 year.

5000-series Universal switches ordered after July 1, 2023 will not include entitlement for the 1-year XIQ Pilot subscription. Customers who want to purchase XIQ Pilot subscriptions for their 5000 series Universal Switches purchased after July 1, 2023 should purchase the standard SKUs XIQ-PIL-S-C-EW (ExtremeWorks) or XIQ-PIL-S-C-PWP (PartnerWorks).

Additional information can be found in the “Change to 1-year ExtremeCloud IQ Pilot Subscription included with 5000 Series Switches” [Frequently Asked Questions](#) (FAQ) document.

Product numbers and ordering information

The purchase of 5000-series switches will no longer provide a 1-year subscription to XIQ Pilot as of July 1, 2023. The product descriptions will be updated in the May 1, 2023 price book to remove reference to the XIQ Pilot license inclusion. Note that orders placed prior to July 1, 2023 will continue to received the 1-year XIQ Pilot license. There are no changes to the 5000 series product numbers, list prices, or other capabilities.

Customers who want to purchase XIQ Pilot subscriptions for their 5000 series Universal Switches purchased after July 1, 2023 should purchase the standard SKUs XIQ-PIL-S-C-EW (ExtremeWorks) or XIQ-PIL-S-C-PWP (PartnerWorks).

Schedule

- Update to Open Books: April 24, 2023
- Price List Description Update: May 1, 2023
- Target Effective Date for new purchases: July 1, 2023

Contact Information

For more product information, please contact your account manager.

Terms and Conditions:

- All terms and conditions of sale shall be governed by the Customer's (or, where applicable, Channel Partner's) applicable agreement or Extreme's Standard Terms and Conditions of Sale and Services in the absence of such a written agreement.
- Valid and existing contractual discounts, if any, will continue to apply where applicable.

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