



# 3Com® Switch 8800

## FREQUENTLY ASKED QUESTIONS

### Announcement Highlights

**Q. What is being announced on November 15?**

- A.** 3Com is announcing significant new enterprise switch capabilities including:
- A new high-end chassis switch line, with a Terabit performance backplane, called the 3Com® Switch 8800 family
  - Enhancements to the 3Com Switch 7700 family switch line, including a 10-Gigabit switching module and IPX routing software support
  - A 10-Gigabit switching module for the SuperStack® 3 Switch 3870 family stack-able Gigabit-to-the-desktop switch family

**Q. How significant is this announcement for 3Com?**

- A.** The Switch 8800 is 3Com’s highest performing, most scalable and future-proof switch solution ever offered. With a 1.44 Terabits backplane and wirespeed 10-Gigabits per second performance, the solution scales to meet the demands for the core of the highest-end enterprise customers. It is demonstrated success of the Huawei-3Com Joint Venture. It is further demonstrated proof of 3Com’s ongoing commitment to the enterprise market.

The Switch 7700 remains an integral piece of the 3Com enterprise offering, and is further strengthened by what is being announced. Its new 10-Gigabit uplink makes the switch ideal for switch distribution in an enterprise, with high capacity downlinks to the network core. IPX routing and other features of its new Version 3.0 software extend the Switch 7700 into additional markets.

The SuperStack 3 Switch 3870 is 3Com’s most advanced Gigabit-to-the-desktop switch family. With a 10-Gigabit expansion slot, it is an ideal future-proof solution for new enterprise workgroup installations.

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## 3Com Switch 8800 Introduction

### Q. What is the Switch 8800?

A. The 3Com Switch 8800 is a high-performance, modular switch family for large enterprise core networks. It delivers up to 24 wirespeed 10-Gigabit and 288 wirespeed Gigabit ports, with on-board high-performance Layer 2 / Layer 3 switching, load-sharing resilient fabric modules that double switch performance, and a 1.44 Terabits per second backplane. Being modular, with a comprehensive offering of modules, the Switch 8800 offers high levels of resiliency, flexibility and investment protection.

### Q. What is the target market of the Switch 8800?

A. The 3Com Switch 8800 is targeted at the core of large enterprise networks, scaling to networks of 10,000+ users. The Switch 8800 will also be sold as the core switch for medium businesses and for the distribution layer of large enterprises where high density wirespeed 10 Gigabit performance is a current or anticipated future requirement.

### Q. What are the vertical segment markets of the Switch 8800?

A. The 3Com Switch 8800 is able to support large enterprise core networks needing wirespeed high density 10-Gigabit switching. Segments where this performance is required include higher education, healthcare, government and financial institutions.

### Q. When is the Switch 8800 available?

A. The 3Com Switch 8800 is orderable as of November 15, 2005. Initial units are planned to ship in Q1 calendar year 2005. General availability is planned for Q2 calendar year 2005.

### Q. What configurations are offered?

A. There are three chassis configurations being offered for the Switch 8800 family. The largest is the Switch 8814, with 12 payload and two fabric slots. Also available are the Switch 8810 (eight payload, two fabrics) and Switch 8807 (five payload, two fabrics).

### Q. What is the approximate cost of the Switch 8800?

A. Starter Kit configurations of the Switch 8800 vary in cost from \$26,000 for the Switch 8807 to \$35,000 for the Switch 8814. Switch modules cost from \$7,500 to \$13,500. Fabric and power

resiliency are extra as are transceivers for certain of the switch modules. (Pricing is list, in US\$, as of October 25, 2004—see Packaging Details section for complete SKUs and pricing.)

### Q. What products does the Switch 8800 compete against?

A. The Switch 8800 competes against large enterprise chassis offerings of Cisco, Extreme, Foundry and Nortel. The leading product in this space is the Cisco Catalyst 6500. Also notable are the Extreme Black Diamond 6800 and the Foundry Big Iron 8000.

### Q. How does the Switch 8800 compare with the Cisco Catalyst 6500?

A. The Switch 8800 will compete directly against the Cisco Catalyst 6500. The Switch 8800 is a superior choice for customers due to these factors:

- The Switch 8800 backplane is future-proofed and can support up to 1.440 Tbps compared to the claimed 720 Gbps, actually 320 Gbps available in the Catalyst 6509. The Catalyst 6513 offers higher port density, but does not improve bandwidth. Actually, high performance modules are restricted to the lowest 6 slots.
- The Switch 8800 supports 24 wire speed ports 10 Gigabit to the backplane, compared to 16 for the Catalyst 6509.
- The Switch 8800 supports load sharing fabrics, providing higher bandwidth at the same time as resiliency. The Catalyst supervisors are hot backup and are used only during the failure of the primary supervisor.
- All modules available for the Switch 8800 have one or more 30 Gbps backplane connections, while Cisco's Catalyst Classic modules only connect to a 32 Gbps shared bus, while the CEF256 modules are limited to 16 or 32 Gbps backplane connections. All modules available for the Switch 8800 provide distributed Layer 2 and Layer 3 switching as standard, without requiring expensive DFC options.
- 3Com solutions based on the Switch 8800 are typically 25% lower in cost than equivalent Catalyst 6500 solutions (US\$, list, as of October 25, 2004).

## Switch 8800 Warranty and Service

### Q. What is the warranty of the Switch 8800?

- A. The Switch 8800 is covered under warranty category "D", offering:
- One year hardware warranty – 30-day return to factory repair / replace
  - 90 day media replacement / bug fix
  - 90 day telephone technical support after product registration

### Q. What services are offered for the Switch 8800?

- A. Customers are able to purchase these services with the Switch 8800:
- Guardian™ Service – On-site assistance and hardware replacement, with a choice of desired response times; advanced hardware replacement within your selected timeframes; telephone technical support; software upgrades (limitations apply); access to Web-based troubleshooting and status tools.

- Express Service™ – Advanced hardware replacement within your selected timeframes; telephone technical support; software upgrades (limitations apply); access to Web-based troubleshooting and status tools.
- Software Updates – Software upgrades (limitations apply); access to Web-based troubleshooting and status tools.
- Professional services including:
  - Network Health Check
  - Network Optimization Service
  - Security Assessment
  - Network Management Implementation Service

Additional services are planned for networks with Switch 8800. Refer to [www.3com.com](http://www.3com.com) for details.

## Switch 8800 and Channel Authorization

### Q. Which partners can sell the Switch 8800?

- A. The Switch 8800 requires authorization to sell. Requirements to be "Switch 8800 Authorized" include:
- Must be 3Com Gold partner in International, or Gold or Silver in the Americas.
  - Four staff of the partner must have had pre-sales training on the Switch 8800.

- Two staff of the partner must be certified LAN Core Specialists.
- Those specialists who received training prior to the Switch 8800 introduction must have supplemental technical training on the Switch 8800.
- Partner must be Service Delivery Authorized or Service Reseller Authorized.
- Partner must fill out an application.

Further details will be available on Partner Access.

## Switch 8800 Management

**Q. What are the network management options for the Switch 8800?**

- A.** Management options for the 3Com Switch 8800 include:
- Console / telnet management of the switch. In-band and out-of-band are both supported.
  - 3Com Network Director, a standalone management package for IT managers of up to mid-size enterprise networks. It includes all the features necessary to monitor and control a sophisticated data or data/telephony network. While optimized for 3Com network environments, the application also supports a range of non-3Com products. Included in 3Com Network Director is the 3Com Switch Manager, an application for graphical management of the Switch 8800 and Switch 7700 switches.
  - 3Com Network Administrator, a management tool for 3Com equipment for customers managing their network using Hewlett-Packard's HP

OpenView Network Node Manager for Windows. The Network Administrator software package integrates management functions including bulk configuration backup and restore and software agent updates. Included in 3Com Network Administrator is 3Com Switch Manager, an application for graphical management of the Switch 8800 and Switch 7700 switches.

- 3Com Enterprise Management Suite, a flexible comprehensive management application package for advanced IT environments scaling to the largest of enterprise networks. The suite has particularly powerful configuration and change control capabilities for 3Com products extensible to non-3Com devices. The multi-user, client-server offering operates on Windows and UNIX (Linux and Solaris).
- As the Switch 8800 is an SNMP managed device, general management of the switch is possible from any SNMP-compliant management platform.

## Switch 8800 and Switch 7700 Comparison

**Q. How do the Switch 8800 and Switch 7700 compare?**

- A.** The Switch 8800 is ideal for the core of a large enterprise, while the Switch 7700 fits nicely as a distribution switch for the same network.

Some notable differences of the two switches:

FEATURE	SWITCH 7700	SWITCH 8800
Backplane	96 Gbps	1.440 Tbps
Fabric	64 Gbps	360 Gbps (single fabric) 720 Gbps (dual fabrics)
Max 10G ports	6	12 (line-rate; single fabric) 24 (line-rate; dual fabrics)
Max Gig (fiber/copper)	120	144 (line-rate; single fabric) 288 (line-rate; dual fabrics)
IPX routing	Yes	No
IPv6	Traffic classification using protocol-based VLANs	Ready
MPLS	No	Ready
On-board switching	Yes (L2)	Yes (L2/L3)
Resilient fabrics	Yes (7700R 8-slot only)	Yes (all models)
Load-sharing resilient fabrics	No	Yes

**Q. Will the Switch 8800 replace the Switch 7700?**

**A.** No. The Switch 8800 and Switch 7700 are complementary, aimed at different parts of large enterprise networks, for different requirements. We believe that the availability of the Switch 8800 will lead to even better business with the Switch 7700, as accounts often look to the same vendor for both core and distribution switches.

The Switch 8800 is a core switch with wirespeed 10-Gigabit performance, while the Switch 7700 is for distribution or the edge, with Gigabit and 10/100 performance. Both will continue to be actively sold by 3Com.

**Q. Are the Switch 8800 and Switch 7700 modules interchangeable?**

**A.** No. These switches have different architectures and backplane. Modules are not interchangeable. 3Com offers special discounts for users wishing to upgrade their systems.

**Q. Are the software features the same between the Switch 8800 and Switch 7700?**

**A.** The Switch 7700 and Switch 8800 switches use a common code base, 3Com Operating System or 3Com OS. The two switch families share a common user interface and look-and-feel.

As the 3Com OS has been in use previously with the Switch 7700, it is proven software now ported to the Switch 8800, a high-quality next-generation switching platform.

While generally features are common across both platforms, there are a few exceptions:

This table summarizes the software differences:

FEATURE	SWITCH 7700 (V3.0)	SWITCH 8800 (V1.0)
IPX routing	Yes	No
IEEE 802.1v Protocol-based VLANs	Yes	Not currently
SSH Encryption	Yes	Not currently
IEEE 802.3ad Link Aggregation	Yes	Yes
LACP	Yes	Not currently

## Switch 8800 Technology Highlights

**Q. What is the performance of the 3Com Switch 8800?**

**A.** The maximum bandwidth of the Switch 8800 for the largest chassis flavor (Switch 8814) with the modules initially offered is 720Gbps; this configuration makes use of resilient fabrics for active/active operation that doubles the performance of the chassis. Without resiliency, maximum throughput is 360Gbps. Technically, this is calculated as follows:

$$30\text{Gbps} * \text{max \# of slots} * \text{max \# used fabric connections} = 30 * 12 * 2 = 720\text{Gbps}$$

The same Switch 8814 backplane is specified at 1.44 Terabits per second. The difference between this figure and the above is due to two backplane "paths" available, but not used, by the present generation of modules and switch fabric. Technically, this is calculated as follows:

$$30\text{Gbps} * \text{max \# of slots} * \text{max \# available fabric connections} = 30 * 12 * 4 = 1.44 \text{ Tbps}$$

This table summarizes performance:

	3COM 8814	3COM 8810	3COM 8807
I/O Slots (no fabric redundancy)	12	8	5
I/O Slots (w/ fabric redundancy)	12	8	5
Backplane Capacity	1.44 Tbps	960 Gbps	600 Gbps
Maximum Bandwidth (single fabric)	360 Gbps	240 Gbps	150 Gbps
Maximum Bandwidth (dual fabrics)	720 Gbps	480 Gbps	300 Gbps
Maximum Throughput	357.1 Mpps	297.6 Mpps	148.8 Mpps

**Q. How fast is the connection between switching modules and the switch fabric?**

- A.** Each switch module presently offered has two 30Gbps connections to the backplane and through to the switch fabric. When there is one fabric, the connection is 30Gbps. When two fabrics are present in a resilient fabric configuration, there are two 30Gbps connections, or 60Gbps total.

The quoted 60Gbps above is the speed of the current generation of switching modules and fabrics. This number excludes switching overhead and represents true data switching capacity.

**Q. What is on-board switching?**

- A.** When switching is done local to the switching module, it is said to do "on-board" switching. The Switch 8800 does on-board switching for both Layer 2 and Layer 3 processing. This is standard functionality of the 3Com modules and requires no additional sub-modules or added cost.

On-board switching is a superior, faster solution than doing switching on a central module, as wirespeed performance is maintained without the delay of waiting for traffic to transit back and forth from the central module for all actions.

**Q. What is active/active resilient fabric load-sharing?**

- A.** In a resilient configuration, dual redundant switch fabrics are used where data continues to flow even if one of the fabrics is lost. The Switch 8800 uses an active / active resiliency model, where two resilient fabrics work together, both operating to share the load, effectively doubling the performance of the switch. Should one fabric fail or be removed, there is near-instant cut-over and the load is carried by the second fabric until service to the first is restored.

Active/active resilient fabric load-sharing is superior to a standby approach, where one fabric operates until a failure, and then a second fabric takes over. With the Switch 8800, the switch can take full advantage of all processing power, achieving much higher performance level; with the alternative approach, all time is spent utilizing only half of the total purchased processing power.

**Q. In what ways is the Switch 8800 hardware considered "future-proof"?**

- A.** Chassis products by design are meant to have the flexibility to grow, change and adapt to new networking requirements over time, yet preserving the customer's initial investment in the chassis, backplane, power supplies, and switching modules.

The 3Com solution is shipping with a variety of modules and chassis variations for maximum flexibility:

- Chassis: 8814, 8810, 8807
- 10-Gigabit modules: 2-port, 1-port
- Gigabit modules: 24-port, 12-port
- 10/100 module: 24-port

The switch backplane is specified at 1.44 Tbps, with four 30Gbps "data paths" available to switch modules. The initial generation of switch and fabric modules makes use of only two of these data paths. A subsequent generation of switch and fabric modules – which would be separately sold – could make use of these additional paths with the existing backplane, in effect doubling the performance of the switch.

The switch backplane is Power over Ethernet ready.

**Q. Does the Switch 8800 support IPv6?**

- A.** The Switch 8800 in its first release does not support IPv6. However, the switch is IPv6-ready, allowing for future switch modules that could support IPv6. Such modules would be separately sold.

**Q. Does the Switch 8800 support MPLS?**

- A.** The Switch 8800 in its first release does not support MPLS. However, the switch is MPLS-ready, allowing for future switch modules that could support MPLS. Such modules would be separately sold.

**Q. Does the Switch 8800 support XRN?**

**A.** XRN™, which stands for eXpandable Resilient Networking, is patented, innovative 3Com technology that allows IT managers to build affordable networks that are highly resilient and deliver exceptional performance and flexibility. With XRN technology applied to switching, multiple interconnected switches behave as a single management switching entity. The units actively share the load in normal operation, yet one will near-instantly recover all

connections should the other unit or its connections have a failure. It is high resiliency without complexity.

XRN technology is a key layer of the 3Com architecture and an active area of investment for the company. The Switch 8800 has implemented a key element of the technology: the use of active / active load-sharing switch fabrics to share the load, yet have fast switch-over to a single fabric should the other fabric be pulled or fail.

## Switch 8800 SKU Details

**Q. What are the orderable SKUs and the pricing for the Switch 8800?**

SKU	SKU NAME	LIST PRICE*	APPLICABILITY
<b>Starter Kits</b>			
3C17500-xx	3Com Switch 8814 Starter Kit	\$35,995	N/A
3C17501-xx	3Com Switch 8810 Starter Kit	\$30,995	N/A
3C17502-xx	3Com Switch 8807 Starter Kit	\$25,995	N/A
<b>Switch Modules</b>			
3C17511	3Com Switch 8800 1-Port 10GBASE-X (XENPAK)	\$9,995	all 8800 family
3C17512	3Com Switch 8800 2-Port 10GBASE-X (XFP)	\$12,995	all 8800 family
3C17513	3Com Switch 8800 12-Port 1000BASE-X (SFP)	\$8,495	all 8800 family
3C17514	3Com Switch 8800 24-Port 1000BASE-X (SFP)	\$13,495	all 8800 family
3C17516	3Com Switch 8800 24-Port 10/100/1000BASE-T	\$7,495	all 8800 family
<b>Additional Components</b>			
3C17503	3Com Switch 8807 / 8814 Fan Assembly	\$495	8807/8814 only
3C17504	3Com Switch 8810 Fan Assembly	\$745	8810 only
3C17506-xx	3Com Switch 8800 1200W AC Power Supply	\$1,995	8807
3C17507-xx	3Com Switch 8800 2000W AC Power Supply	\$2,995	8810/8814 only
3C17508	3Com Switch 8800 360 Gbps Fabric	\$19,995	all 8800 family
3CR1752191	3Com Switch 8800 Advanced Feature Software	\$4,995	all 8800 family

\* US\$, October 25, 2004

## Switch 8800 Software

**Q. What capabilities does the Advanced Feature Software offer?**

**A.** The Advanced Feature Software for the Switch 8800 includes:

- **BGP**

Border Gateway Protocol Version 4, BGP4, is a dynamic routing protocol allowing autonomous systems to exchange reachability information. The basic function is to exchange loop-free routing information. BGP4 is typically used for routing in the Internet. Internet Service Providers (ISPs) often

use BGP. Large organizations such as universities will usually use an interior routing protocol such as OSPF or RIP to route within their networks. BGP is usually used in these environments to connect to the Internet via an Internet Service Provider to exchange routing information. This feature will be of interest to ISPs, enterprise accounts that route to the Internet, and very large Enterprise accounts.

• **IS-IS**

IS-IS, which stands for Intermediate System to Intermediate System, is the routing protocol for the ISO's Connectionless Network Protocol (CLNP) and is described in ISO 10589. IS-IS is a link state hierarchical routing protocol; it floods link state information (routes) between intermediate systems to build a picture of the entire network topology. IS-IS is typically used in large scale networks with many thousands of nodes. IS-IS is deployed in many areas of the Internet. This feature will be of interest to ISPs, enterprise accounts that route to the Internet, and very large Enterprise accounts.

• **SNMP v3 Encryption**

SNMP v3 encryption provides for authentication and encryption of network management communication between a management station and the switch. This provides the highest level of security of network management traffic. This feature will be of interest to Enterprise accounts looking for the highest level of security for network management traffic. Note that SNMP v3 without encryption is a feature of the base software.

3Com Switch 7700

**Q. What is the Switch 7700?**

**A.** The 3Com Switch 7700 is a high-performance, modular switch family ideal for distribution-level switching in an enterprise network. It delivers up to 120 Gigabit ports and 288 10/100 ports, with on-board high-performance Layer 2 switching, an available resilient fabric for the 8-slot chassis, and a 96Gbps backplane. A new 10-Gigabit module is available for connectivity to an enterprise core switch. Being modular, with a comprehensive offering of modules, the Switch 7700 offers the high levels of resiliency, flexibility and scalability.

**Q. What is new with the Switch 7700?**

**A.** Announced on November 15 is a 10-Gigabit module and new Version 3.0 software for the Switch 7700 family.

**Q. What are the details of the Switch 7700 10 Gigabit Module?**

**A.** The new 10-Gigabit module is ideal for core-to-edge and core-to-aggregation high-bandwidth connections. The module requires a XENPAK transceiver (sold separately) to match to the desired fiber media and transmission distances. Product details are:

SKU	SKU NAME	LIST PRICE*
3C16875	3Com Switch 7700 1-Port 10GBASE-X (XENPAK)	\$4,995

\* US\$, October 25, 2004

**Q. What are the new features of Version 3.0 software?**

**A.** Base software Version 3.0 includes the following features:

- IPX Routing to support legacy Novell servers and clients
- MSTP (Multiple Spanning Tree Protocol), previously only available in the Advanced Feature Software
- IEEE 802.3ad LACP (Link Aggregation Control Protocol) for the automatic creation of aggregated links between switches that support IEEE 802.3ad LACP

- Protocol-based VLANs to contain non-routable protocols such as Netbios and DecNet; this can also be used to support containment of IPv6 packets

**Q. Who is entitled to Version 3.0 software?**

**A.** Customers are eligible to download the software if either of these conditions are met:

- Their Switch 7700 is registered for support and they have an active support contract for the unit.
- Their Switch 7700 is registered with a purchase date after this announcement (November 1, 2004 or later).

## 3Com SuperStack 3 Switch 3870

**Q. What is the SuperStack 3 Switch 3870?**

A. The 3Com SuperStack 3 Switch 3870 is the industry's first 10/100/1000 "Gigabit to the desktop" switch line with resilient stacking and a built-in 10-Gigabit expansion slot on all models.

**Q. What is new with the SuperStack 3 Switch 3870?**

A. Announced on November 15 is a 10-Gigabit module for the SuperStack 3 Switch 3870 family.

**Q. What are the details of the SuperStack 3 Switch 3870 10 Gigabit Module?**

A. This new 10-Gigabit module slides into the small expansion slot in the rear of the switch and requires a XENPAK transceiver to match to the desired fiber or copper media. This 10-Gigabit port is ideal for switch-to-core or other switch-to-switch high-bandwidth connections. Product details are:

SKU	SKU NAME	LIST PRICE*
3C17461	3Com SuperStack 3 Switch 3870 10 Gigabit Module (XENPAK)	\$2,995

\* US\$, October 25, 2004

## 3Com Transceivers

**Q. What are transceivers?**

A. A transceiver is a plug-in module for a generically designed Gigabit or 10-Gigabit port that provides the actual fiber or copper media connection. Many switches come with these generic ports. By choosing the right transceiver, the user can customize the port to the desired fiber or copper connection.

and copper connections. They are analogous to the Gigabit transceivers known as GBICs and SFPs. Generally speaking, XENPAKs were developed first and are slightly larger and more expensive, while XFPs are more compact at less cost.

**Q. What are XENPAKs and XFPs?**

A. XENPAKs and XFPs are competing technologies for 10-Gigabit transceivers that are used in switches to provide mix-and-match connections for various fiber

The Switch 8800 family initially has two 10-Gigabit switching modules. A one-port module uses a XENPAK transceiver. A two-port module uses XFP transceivers. Transceivers supported by the Switch 8800 are:

SKU	SKU NAME	FIBER TYPE	CONNECTOR
3CXENPAK92	3Com 10GBASE-LR XENPAK	Single-mode	SC
3CXENPAK96	3Com 10GBASE-ER XENPAK	Single-mode	SC
3CXFP92	3Com 10GBASE-LR XFP	Single-mode	LC
3CXFP96	3Com 10GBASE-ER XFP	Single-mode	LC

**Q. What are the physical connections of XENPAKs and XFPs?**

A. XENPAKs use SC-type fiber connections. XFPs use LC-type fiber connections.

## 3Com Service and Support

- Q. What 3Com services are available to support the Switch 7700 and 8800?**
- A.** All of 3Com's standard maintenance and professional services are available for purchase to enhance 3Com's core switch product offerings. These services include:
- Guardian Service<sup>SM</sup>— This maintenance package includes on-site assistance and hardware replacement, with a choice of desired response times, telephone technical support, and software upgrades (limitations apply) as well as access to a web-based troubleshooting tool.
  - Express Service<sup>SM</sup>— This maintenance package includes advanced hardware replacement within your selected timeframes, telephone technical support, software upgrades (limitations apply) and access to a web-based troubleshooting tool.
  - Professional Services- Includes consulting, project management, assessment, and implementation services.
- Q. How does the 3Com service portfolio compare to other enterprise core switch vendor services?**
- A.** 3Com offers a special Solutions Service Package for its core switch made up of critical services to assist an enterprise customer with implementation and ongoing support of a Switch 8800 based network. The 3Com Switch 8800 Solutions Package includes:
- Installation
  - Project management
  - One year of Guardian on-site maintenance with 24x7 telephone support, 4-hour hardware response, and software upgrades
  - A block of consulting time
- Q. Is the Switch 8800 Solution Service Package a set SKU or a custom quoted service?**
- A.** Each of the various Switch 8800 Solution Service Packages has an assigned SKU for easy ordering, and a detailed set of deliverables. Prior to the start of the implementation a statement of work is created for customer approval. In cases where the defined SKU does not meet the customer's need, customers have the option to purchase any or all of the services individually.
- Q. Will these services be sold by channel partners, or by 3Com?**
- A.** 3Com services are sold by authorized 3Com channel partners, but they are also available direct from 3Com.
- Q. What is the regional availability of the services and response times?**
- A.** All 3Com services are available worldwide. Response times can vary by region but due to the recently announced alliance with Siemens Business Services 3Com now has access to a global network of engineers and logistics infrastructure in 44 countries that can be deployed as the business need requires. This capability includes 2 and 4-hour parts replacement in most major metropolitan areas as well as same day and next-business-day hardware response options. Check current availability on the 3Com web site at <http://csoweb4.3com.com/global-service-locator/final.html> or check with the local 3Com office prior to placing the order.
- Q. Are maintenance services quoted by the chassis or the module?**
- A.** 3Com's Switch 7700 and Switch 8800 have chassis-based pricing. Under this pricing method the service price is per chassis and includes the blades.
- Q. Does chassis-based pricing also apply for partners who purchase Partner Express back-up services?**
- A.** No. Partner Express is the single exception to chassis-based pricing. When the partner chooses to cover all 3Com products that they purchase, a separate pricing methodology is used to provide 3Com Authorized Service Delivery Partners with special service pricing on the full range of covered products. For more information on the benefits of participation in the 3Com Authorized Service Partner programs visit the 3Com web site at [www.3com.com](http://www.3com.com).
- Q. What are the SKUs and pricing for 3Com maintenance services?**
- A.** Maintenance service pricing is not yet published. Service pricing will be added to the quote tool which quickly and easily prepares product plus service quotes by using the product 3C number and the desired level of service.



3Com Corporation, Corporate Headquarters, 350 Campus Drive, Marlborough, MA 01752-3064

To learn more about 3Com solutions, visit [www.3com.com](http://www.3com.com). 3Com is publicly traded on NASDAQ under the symbol COMS.

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