

Update for ExtremeCloud™ IQ Connect Licensing Changes

Changes are planned in 2HCY23 to the ExtremeCloud™ IQ Connect, a freemium tier of ExtremeCloud IQ.

There are two types of modifications coming to the Connect tier:

- 1) Maximum of 10 devices supported per account/per VIQ
- 2) Restrict availability of advanced features

Q. When will the product notes be updated and when will the two phases of ExtremeCloud IQ Connect updates be implemented?

A. The changes will be implemented in two phases. New and existing customers will see limitations to their Connect accounts.

- [Knowledge Base](#) article was published in April 2023
- Product notes will be updated in June 2023
- The enforcement of scaling limits is targeted from mid-August 2023. Existing Connect customers can continue to use the product.
- Full enforcement is targeted for the end of calendar year, December 2023

Q. How is the 30-day trial of ExtremeCloud IQ different from the ExtremeCloud IQ Connect tier?

A. The Connect tier is a free tier that is limited to basic configuration and monitoring capabilities. The 30-day trial provides all the capabilities in the licensed version of ExtremeCloud IQ Pilot & CoPilot. This [ExtremeCloud IQ capability matrix](#) provides more information regarding the capabilities and features that are supported in each version of the product.

Q. What is the role of Customer Success and marketing in facilitating a migration program for the impacted customers?

A. Customer Success will not be involved in facilitating the migration program. Updates regarding sales and marketing activities will be provided in the future.

Q. What is the communications plan for partners and customers?

A.

- This change will be included in licensing updates provided during a standard sales and partner enablement session
- Partners will be notified via the Partner Portal
- Customers will be informed by an in-product notification & email broadcast.

Q. Who is the target customer for the Connect tier?

A. Target customers have the following characteristics:

- Smaller customers can start with the Connect freemium tier for longer term test/validation before transitioning to a subscription tier.
- Customers who have obtained/received/given cloud compatible hardware and have no budget or need for advanced functionality.

Q. How should this be messaged to existing customers who will lose the free version of Connect at the end of CY23?

A. Networks are growing more complex to manage and secure. Extreme Networks is investing in licensed subscription versions of ExtremeCloud IQ that provide many advanced capabilities and customer benefits. We will continue to offer the ExtremeCloud IQ Connect tier to provide customers with smaller network environments with basic configuration and management capabilities. Customers should contact their partner or sales representative for more information.

Q. What are the new Connect tier limitations?

A. The Connect tier has the following limitations:

- Maximum 10 devices (access points + switches)
- Maximum 2 network policies
- Maximum 4 SSIDs
- Statistics are restricted to a maximum of 7 days
- Limited LOGs
- No Advance Tools (Spectrum Intelligence, CLI access, Netdump)
- No Reports
- No ML Insights

Q. What features will continue to be available in the Connect tier?

A. The following features will be available:

- Standard Onboarding
- Basic Configuration
- Basic Device and Client Monitoring
- Basic Troubleshooting

Q. What isn't included in the Standard Onboarding, Basic Configuration, Basic Device and Client Monitoring, and Basic Troubleshooting?

A.

- No Companion app (Mobile App)
- No Guest Access Services
- No CoPilot
- No WIPS
- No Location Services
- No Spectrum Interference
- No WEB CLI access

Q. What will happen to the Connect customer with 11 or more devices if no action is taken?

A. When the customer logs in during the month of July 2023, the standard banner will be displayed once with the warning:

Attention! ExtremeCloud IQ Connect accounts will soon be limited to 10 managed devices. If you plan to use more than 10 devices, contact Extreme or the partner account team for more information about increasing the managed device limit.

Every time the customer logs in between mid-August and the end of December 2023 the banner will be displayed.

- Beginning January 1st all devices will start a 30-day grace period and users will get email notifications and banners in the product.
- Beginning January 31st all devices will be unmanaged automatically

Q. What are the actions the Connect customer with 11 or more devices can do?

A. When the number of devices goes to 10 or less the banner will not appear anymore. If the number of devices is 10 or less at the end of December 2023, then the account stays at Connect level. The customer can upgrade from Connect level to the Pilot level anytime.

Q. What will happen to the Connect customer with 10 or fewer devices?

A. When the customer logs in during the month of July 2023 the banner will be displayed once with the warning to let them know about the change.

Q. What will happen to the Connect customer with more than the restricted number of policies/SSIDs?

A. Starting mid-August 2023 the customer will not be able to add a new policy/SSID if the Connect level account is on or over the maximum.

Q. Do our competitors offer a freemium service?

A. Our competitors do not offer a similar freemium service. However, Cisco Meraki offers a [3-year Systems Manager license](#) for up to 20 devices. It is a marketing promotional offer, so there are some restrictions

Q. What changes are planned and when to ExtremeCloud IQ Connect?

A. The following changes will be made. (Figure 1 below summarizes the transition process:

End of June 2023

- Inform all Connect customers that changes are coming through the ExtremeCloud IQ banner

Mid-August 2023

- Cannot add additional devices if there are 10 devices already (access points + switches)
- Cannot add new network policy if there are already 2 policies
- Cannot add new SSID if there are already 4 SSIDs
- Inform customers with more than 10 devices that they will be affected through the ExtremeCloud IQ banner

End of December 2023

- Automatically move all Connect customers with more than 10 devices to the Pilot level. The grace period process will be started.
- Maximum 10 devices (access points + switches)
- Statistics are restricted to 7 days maximum
- Limited LOGs
- No Advance Tools (Spectrum Intelligence, CLI access, Netdump)
- No Reports
- No ML Insights

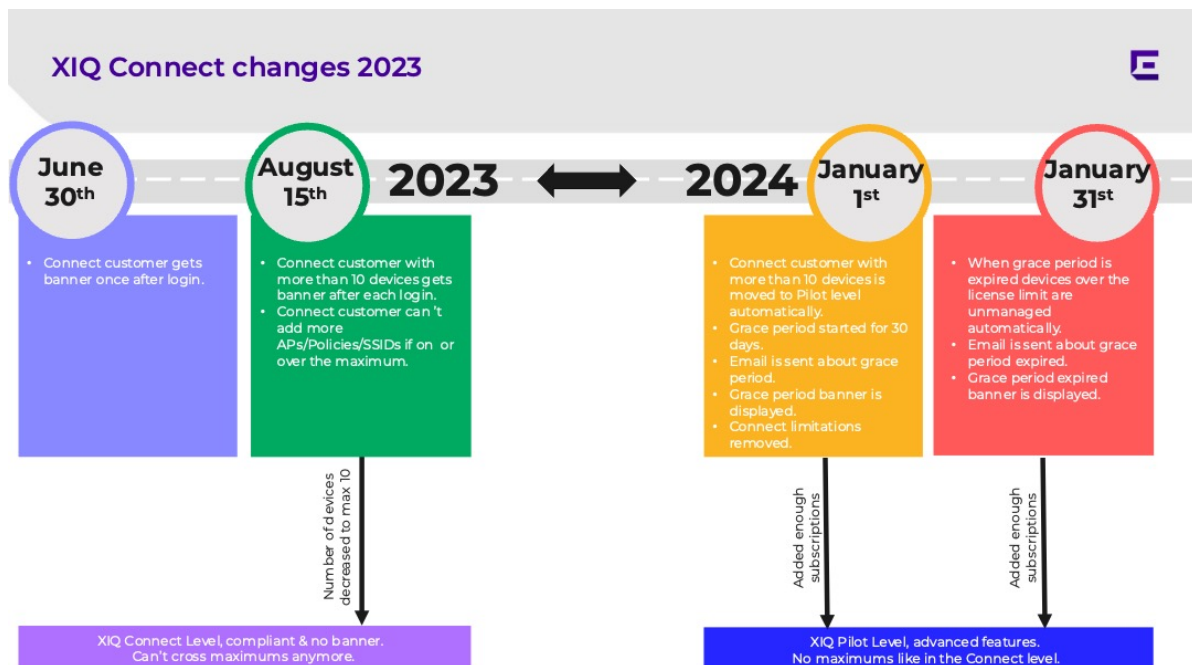


Figure 1: Overview of the ExtremeCloud IQ Connect Transition Process