



ADTRAN ProServices

Description of Service Offering

ProStart On-Site Installation Services – Network Cabling

This Description of Service Offering (DSO) is provided by ADTRAN, Inc. to describe the ProStart on-site installation services available for ADTRAN Network cabling under ProServices. This DSO combined with the ADTRAN Manufacturer’s Warranty, the specific ProStart Statement of Work (SOW) as applicable, the ProServices Terms and Conditions, and the specific ProStart installation items on the order cover the agreement between ADTRAN and the purchaser of the service from ADTRAN. Purchasers are encouraged to read this DSO carefully, as it contains details of the coverage offered, and the responsibilities associated with obtaining this service.

1. OVERVIEW

ADTRAN’s fixed-price network cable installation service is available in conjunction with ADTRAN’s ProStart installation services. Network cable installation is not offered as a stand-alone service. Network cabling is offered in specific increments for Cat5e or Cat6 plenum cable.

ProStart personnel will plan and execute the ProStart installation project to include specified network cabling. Cables and ancillary RJ-45 connectors with or without standard wall plates are included. The service may be used for either demarcation extension, or for horizontal network cable runs from a wiring closet to the network device. The maximum cable run height included with this service is 12 feet.

2. CONTACTS FOR SUPPORT SERVICES

Most questions can be answered by visiting the ADTRAN website at www.adtran.com or the ADTRAN Support Community at <https://supportforums.adtran.com>. If you still require assistance, please contact the appropriate department:

Purpose/Need	Contact	Hours of Operation	Contact Information
Questions about ProCare Service Plan	ProService Sales Operations	Monday – Friday 8:00am-5:00pm Central Time excluding ADTRAN holidays	888-874-2237 256-963-8716 proservices@adtran.com www.adtran.com
Questions about ProStart Installation, technical support during install	ProStart Install Group	Monday – Friday 8:00am-5:00pm Central Time excluding ADTRAN holidays	888-874-2237 256-963-8716 prostart@adtran.com www.adtran.com
Technical Support (post-install)	ADTRAN Technical Support	Monday – Friday 7:00am-7:00pm Central Time excluding ADTRAN holidays Service affecting emergencies: 24 hours/day 7 days/week	888-874-2237 256-963-8716 https://www.adtran.com/submitcase https://supportforums.adtran.com
ProServices Purchase Orders	ProService Sales Operations	Monday – Friday 8:00am-5:00pm Central Time excluding ADTRAN holidays	Fax: 256-963-7956 Email: proservices.po@adtran.com

There may be a delayed response to inquiries submitted via the web or email. Critical issues and escalations should be submitted via telephone for fastest response.

3. CHANNEL PARTNER AND END-USER RESPONSIBILITIES

Purchasing ACES Installation Services

Purchase orders (POs) for ACES Installation must include the following:

1. ProStart network cabling service part number(s), quantity, and pricing;
2. End-User site information, including company name and street address (shipping address);
3. ProStart network cabling must be purchased in conjunction with a ProStart installation. An order for cabling must include or reference a ProStart installation project.

End-User Installation Responsibilities

In addition to the requirements included in the DSO governing the ProStart installation being performed in conjunction with network cabling, the customer must:

1. Ensure clear and available cabling pathways at the End User site (drop ceilings, hollow walls, or other means of directing cabling).
2. Provide details about the physical infrastructure where the wiring will be installed. Those details should include:
 - a. Number of existing wiring closets and wiring cabinets and description of how those closets/cabinets are labeled/referenced (MDF, IDF-1, IDF-2, etc.)
 - b. Number and types of termination blocks (66-block, 110-block, patch panel, none, etc.) for each wiring closet/cabinet in which a new cable will need to be connected.
 - c. Total number of cable drops to be installed, as well as identification of the wiring closet to which the cable needs to be routed.
 - d. Details about the quality and completeness of the existing wiring tags/labels.
 - e. Premises layout or floor plan to be used in planning cabling installation.
3. Provide access to the cabling installation location at the time of arrival of the OST, and remain available to answer any questions that arise during the installation.

Installation Acceptance and Warranty

Network cabling is included in the 14-day ProStart Installation Warranty. The installation acceptance for network cabling shall coincide with the ProStart installation in which it was included.

4. OUT OF SCOPE

Exclusions

ProStart network cabling installation service does **NOT** include:

1. Cabling for products which are not part of the ProStart installation order or for those products not described in the Statement of Work.
2. Cabling other than Cat5e or Cat6.
3. New patch panel, nor patch cables between a patch panel and an Ethernet switch.
4. Equipment required to perform installation services at the End-User location, including ladders or lifts required for cable run heights greater than 12 feet.
5. Services made necessary by failures related to misuse, neglect, accident, alteration, modification, or willful or negligent acts by the End-User or other parties beyond the control of ADTRAN
6. Force majeure: acts of God, acts of public enemy, acts of government, freight embargoes, strikes, quarantine restrictions, unusually severe weather conditions, insurrection, riot, etc.
7. Core drilling.
8. Fire stopping.
9. Conduit, wire mold, J hooks, or other cable routing materials.

5. ADDITIONAL CHARGES FOR INSTALLATION SERVICES

Beyond the services offered as part of a ProStart Installation, ADTRAN can arrange for additional services that are charged separately. Such expenses include:

1. Time and Materials (T&M): hourly rate for services performed beyond those covered by the specific ProStart installation items that were purchased or the Statement of Work created for a project implementation by the assigned Project Manager. With advance notice and at ProStart discretion, ProStart can arrange for work to be performed in addition to the tasks covered in ProStart installation.
2. Site Not Ready (SNR), Rescheduling, or Cancellation: fees to cover costs of canceling or rescheduling the installation. ProStart will waive these fees if notice is given at least two (2) weeks prior to the scheduled installation date.
3. Expedite: fixed rate surcharge to schedule the installation with less than the required scheduling interval. You may request that your installation process be accelerated. ProStart will grant an expedite request and accept the fee only if the service personnel and equipment are available.

6. GENERAL INFORMATION

Scheduling

In order to ensure that installations are successful and timely, ADTRAN ProStart schedules resources in advance. The timing, sequence of events, and scheduling will be determined by the ProStart PM during the data gathering process for the combined cabling and hardware installations. The ProStart team requires a minimum scheduling interval after the End-User has confirmed the completeness and accuracy of all equipment and application data assembled by the ProStart team in order to schedule the on-site installation tasks. Generally those minimum intervals are as follows:

15 business days	Network cable installations along with NetVanta UC
10 business days	Network cable installations along with IP phones or wireless access points
5 business days	Network Cabling installations performed along with any other ADTRAN product

These intervals may be accelerated only if ProStart receives payment for an expedite fee and has the resources available to meet the requested installation date. Installation dates are not guaranteed until confirmed by the ProStart PM. Scheduling changes within five business days of a planned event or cancellations may result in additional costs to End-User. ADTRAN ProStart encourages the End-User to notify the PM of any requested schedule changes or cancellations as soon as practical.

Language

Installation services are provided in English.

Invoicing of Installation Services

Upon completion of each phase of an installation, ADTRAN reserves the right to invoice ADTRAN's direct customer (typically the Channel Partner) for that portion of the installation service that has been completed and accepted by the appropriate project stakeholder to be in service or complete. ADTRAN further reserves the right to invoice the direct customer at the completion of each site installation, even in a case where multiple installation sites were submitted on a single purchase order.

Cancellation

ADTRAN reserves the right to cancel any installation project in whole or in part at ADTRAN's sole discretion. ADTRAN will submit its cancellation notice to the project stakeholders in writing and may then invoice any portion of the installation services performed on or prior to the date of cancellation. End-User or Channel

Partner may cancel any pending installation service without penalty by submitting its cancellation notice in writing and this notice must be received prior to the occurrence of any of the following activities, otherwise charges may apply: 1) the shipment of any ADTRAN equipment purchased for installation, or 2) the performance of any fee-based service or site survey, or 3) the appointment of a ProStart PM.