



## ProServices Description of Service Offering ProStart On-Site Wi-Fi Survey

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This Description of Service Offering (DSO) describes the ProStart On-Site Wi-Fi Survey (“the Service”), which is one of the ADTRAN ProServices offerings generally available under the ADTRAN ProServices suite. The Service is available at most locations in the United States, Canada, and Puerto Rico, and, with some limitations, other select areas, at which an ADTRAN virtual Wireless Local Area Networking (vWLAN) solution is planned or is in operation.

In this document, terms like “we,” “us,” and “our” refer to ADTRAN, Inc.; “Customer” and terms like “you” and “your” refer either to the ADTRAN partner who purchases the services from ADTRAN or to the End User who is the ultimate recipient of the services<sup>1</sup>.

This DSO and the ProServices Terms and Conditions document (of which the latest versions are available online at [www.adtran.com](http://www.adtran.com)), plus any applicable custom Statement of Work (SOW), cover the agreement between you and us. The online version of any document takes precedence over other versions.

We offer a wide range of services in the ProServices suite. To find out more, please visit [www.adtran.com/proservices](http://www.adtran.com/proservices).

### 1. OVERVIEW

The Service provides you with a Wi-Fi Site Survey Report (“the Report”) that documents the actual or recommended placement and configuration of 802.11 wireless Access Points (APs) and the expected areas of coverage for the wireless network. It does not include recommendations about addressing actual or potential issues identified in the Report.

The Service is appropriate for most indoor offices, retail establishments, warehouses, schools, etc. Because large public venues (like sports arenas or convention centers) and outdoor locations (like parks or campgrounds) have such unique characteristics, we offer surveys of these locations by custom quote only. For more information on custom quotes, please contact the ADTRAN Customer Care Center at 888-423-8726.

### 2. SERVICE DETAILS

As part of the Service, we:

- collect information from you about
  - the physical structure (like floor plans and construction materials),
  - the radio-frequency (RF) environment (known sources of RF energy, like other Wi-Fi systems, electrical equipment, or microwaves), and
  - your particular Wi-Fi requirements (areas of coverage, number and location of users, types of

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<sup>1</sup> It is understood that in some cases you may arrange for a third party to perform some or all of the responsibilities listed as belonging to you in this DSO. In these cases, the responsibilities fall to your designee.

client equipment, bandwidth needs), etc.;

- create a predictive design showing recommended type, quantity, placement, and configuration of APs – based on the information you provide;
- send an on-site technician (OST) to your site with Wi-Fi equipment to collect empirical data regarding the RF environment and to reconfirm information previously provided by you;
- analyze the collected data and use it to produce the Report that includes the floor plan and AP placement from the predictive design as well as a “heat map” depicting the expected coverage of the APs in the recommended configuration.

### **3. CUSTOMER RESPONSIBILITIES**

#### **Purchasing Services**

End users may purchase ADTRAN products and services through an authorized ADTRAN partner. The partner must submit to us a valid purchase order (PO) that includes:

- ADTRAN partner contact information, including name, phone number, email address, and billing address;
- PO number;
- quantity, part number, and price for the desired service; and
- service address, including company name, street address, city, state/province, and postal code.

Additionally, to help streamline the process, you should provide:

- PO numbers for any other POs related to the project (for hardware, software, installation, maintenance, etc.); and
- requested date of the on-site visit. (Note: dates are not guaranteed until confirmed by us.)

#### **Designated Contacts**

To make sure we can get in touch with the appropriate people, we will ask that you provide contact information (name, phone, email) for several people, including a site contact (someone who could be at the service location to greet and escort the OST) and/or a technical contact (someone who understands your network and can answer technical questions about it if necessary).

#### **Technical Data**

The usefulness of the Report depends heavily on the accuracy and completeness of the technical information that you provide. The floor plan must include:

- an accurately scaled depiction of the facility covered by the Survey;
- an indication of which areas are or are not expected to be covered by Wi-Fi service;
- a depiction of the location of the Ethernet switches to which the APs are or will be connected;
- a description of the building materials used in each covered area, particularly those that have a significant effect on RF propagation, like steel structures, steel-reinforced concrete, firewalls, etc.; and
- a good-faith representation of actual or potential sources of RF interference, including neighboring wireless networks, heavy electrical equipment, microwave ovens, etc.

Further, you must provide a thorough description of the network service requirements, including:

- the number of Wi-Fi users in each covered area;

- required Wi-Fi protocols (IEEE 802.11 a/b/g/n/ac);
- required SSIDs, authentication, and encryption;
- the number and type of client devices expected to connect simultaneously to the Wi-Fi network (laptops, tablets, smart phones, Wi-Fi phones, handheld scanners, etc.);
- required bandwidth per user; and
- a general description of the intended use of the network (for example, general Internet access, voice over IP over Wi-Fi, location tracking, video streaming, etc.).

#### **Site Visits**

For the on-site portion of the Service, you must

- greet the OST at the appointed date and time and escort him or her as necessary throughout the on-site visit; and
- provide the OST access to all areas of the facility that are covered by the Survey.

#### **4. EXCLUSIONS/ADDITIONAL CHARGES**

##### **Exclusions**

ADTRAN's ProStart On-Site Wi-Fi Survey does not include:

- services for large public venues (like sports arenas or convention centers) or outdoor locations (like parks or campgrounds);
- analysis of non-802.11 RF signals;
- active AP analysis (an "AP on a stick" survey), in which the signal from an active AP is analyzed to measure coverage;
- multiple site visits;
- design or optimization of your wired network or the applications that run on it;
- remediation plans to address any issues identified in the Report; or
- consulting services.

##### **Additional Charges**

Beyond the services offered as part of the ADTRAN ProStart On-Site Wi-Fi Survey, we can arrange for additional services which are charged separately. Such services include:

- Time and Materials (T&M): hourly rate for services performed beyond those covered by ProServices. At your request, we can arrange for scheduled support from a Technical Support Engineer and/or an on-site visit by an authorized ADTRAN representative.
- Expedite fee: fixed rate surcharge to commence the Service earlier than the normal start date. The expedite fee helps to offset the additional costs of special processing and rush shipment of equipment. We will grant an expedite request and accept the fee only if the service and equipment are available.
- Site Not Ready (SNR)/Rescheduling fee: fixed rate surcharge to reschedule services if you are not available for a prescheduled event and fail to provide at least one business day's notice.

**5. GENERAL INFORMATION**

**Supported Geographies**

The provisions of this DSO apply to services available in the United States, Canada, and Puerto Rico, and, with some limitations, other select areas.

**Cancellation**

We reserve the right to cancel the Service in whole or in part at our sole discretion. If we cancel, we will notify you in writing and will invoice for any portion of the Service that we have completed prior to the cancellation. You may cancel without penalty as long as you submit the cancellation request in writing and we receive it before we have incurred any substantial expenses; such expenses would include shipment of ADTRAN equipment used for the survey, costs for OSTs, significant effort by our staff, etc.

**Language**

All services are provided in English.

**Contacts for Support Services**

For answers to most support questions, you may visit the ADTRAN website at [www.adtran.com](http://www.adtran.com) or the ADTRAN Support Community at <https://supportforums.adtran.com>. If you still require assistance, please contact the appropriate department as shown:

Purpose/Need	Contact	Hours of Operation	Contact Information
Questions about order processing	ProServices Sales Operations	Monday – Friday 8:00am-5:00pm Central Time excluding ADTRAN holidays	888-423-8726 256-963-8716 <a href="mailto:proservices@adtran.com">proservices@adtran.com</a> <a href="http://www.adtran.com">www.adtran.com</a>
Questions about a ProStart Site Survey or technical support during a project	ProStart Project Manager	Monday – Friday 8:00am-5:00pm Central Time excluding ADTRAN holidays	888-423-8726 256-963-8716 <a href="mailto:prostart@adtran.com">prostart@adtran.com</a> <a href="http://www.adtran.com">www.adtran.com</a>

**Exceptional Customer Service**

ADTRAN strives to live up to our reputation of providing exceptional customer service. We welcome your comments and suggestions about how we can improve the services we offer. Please feel free to contact us any time at [CustomerSupport@adtran.com](mailto:CustomerSupport@adtran.com) or 888-4ADTRAN (888-423-8726).