ADTRAN ProServices
Description of Service Offering

ProStart On-Site Installation Services – ActivReach Ethernet Switches

This Description of Service Offering (DSO) is provided by ADTRAN, Inc. to describe the on-site installation services available for ADTRAN products under ADTRAN 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 offers ProStart installation services for Enterprise Networks Division customer premises equipment (CPE) and select Carrier Networks Division (Telco) equipment manufactured by ADTRAN, as well as for approved third party products as part of an overall ADTRAN solution. This document describes the installation services specific to ADTRAN's Ethernet switches that are equipped with the ActivReach™ technology that enables 10Mbps and 100Mbps Power over Ethernet (PoE) over a customer's existing voice grade wiring. ADTRAN solutions (hardware, software, and ProStart services) are purchased by the End-User customer from a Channel Partner which may be either a Value Added Reseller (VAR) or a Network Service Provider (NSP) such as a telephone company. The Channel Partner may purchase the ADTRAN solution from an authorized distributor or directly from ADTRAN.

ProStart offers two levels of installation services for most ADTRAN products: On-site and remote. This DSO specifically covers the services that are included with on-site installations. There is a separate DSO for remote installations.

ProStart Staff Roles
For each on-site installation ProStart provides staff to cover the following roles: Project Coordinator (PC), Project Manager (PM), Project Engineer (PE), and On-site Technician (OST).

The ProStart Project Coordinator (PC) is the person that initially receives the order for the ProStart Installation. The PC gathers and validates the preliminary information that is required to assign a Project Manager to the installation. The required information includes: one or more valid purchase orders, contact information for key project stakeholders, and a network diagram with sufficient detail to identify the ADTRAN components to be installed and all relevant network elements with which the ADTRAN components will integrate.

The ProStart Project Manager (PM) is the primary point of contact for all stakeholders throughout the project. The PM will work with the project stakeholders remotely over the phone, via email, and using web collaboration tools throughout the project to coordinate all tasks and ensure the success of the installation.

The ProStart Project Engineer (PE) will configure, stage, and test the system. Some of these tasks may be performed in a ProStart staging center before the equipment is shipped to the End-User's place of business. The PE will also direct the efforts of the On-site Technician remotely over the phone during the physical installation.

The ProStart On-site Technician (OST) will go to the End-User's place of business to physically install, configure, and test the equipment under the direction of the ProStart PE (remotely over the phone) to ensure a working installation.

Installation Services

Upon receipt of a valid Purchase Order (PO) from the Channel Partner, the ProStart PC will gather preliminary data in order to assign a PM to each installation. Once assigned to the project, the PM will coordinate detailed data gathering, staging and will serve as the primary point of contact for all stakeholders throughout the ProStart installation.

For a ProStart On-Site Installation the ProStart team will:

1. Review and validate the application in which the equipment will be used
2. Provide Project Management Support and Coordination: Working remotely over the phone the ProStart PM will gather circuit / network / application / End-User configuration parameters required for proper configuration of equipment; will schedule and conduct a site survey to qualify the customer's existing wiring and to verify that the site is physically ready for the installation using a ProStart OST working under the direction of a ProStart PE (remotely over the phone); coordinate the installation schedule among ProStart, End-User, and other vendors / providers as needed; and monitor the installation process, escalating as necessary to the End-User, other vendors / providers, and within ADTRAN
3. Provide Project Engineering: The ProStart PE will create and verify equipment configuration; configure, stage, and test configured equipment. Remotely over the phone the ProStart PE will direct the on-site activities of the OST. Those activities include: unpacking, mounting of the equipment, connecting the equipment to the End-User's network, verify success of power-on self-test and diagnostics, testing the installed equipment and assist in testing the associated networks and applications to ensure proper operation.

Scheduling

The ProStart PM will schedule the installation as soon as practical. The data gathering timeline will vary according to End-User's, Channel Partner's, and Service Provider's (i.e. telephone company) availability and/or responsiveness to ProStart requests for information. ProStart requires a minimum scheduling interval after the End-User has confirmed the completeness and accuracy of all equipment and application data assembled by ProStart in order to schedule the on-site installation tasks. In general that minimum scheduling interval is fifteen business days for NetVanta UC (covered under a separate DSO), ten business days for any service requiring ProStart to install IP phones or wireless access points, and five business days for other products. These scheduling intervals ensure that there is sufficient time for ProStart to acquire, configure, test, and ship the equipment per the End-User's specifications. These intervals may be accelerated only if ADTRAN 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.

2. CONTACTS FOR SUPPORT SERVICES

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

(chart continued next page)

Purpose/Need	Contact	Hours of Operation	Contact Information
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 ProStart Installation Services
Purchase orders (POs) for ProStart Installation must include the following:
1. ProStart part number(s), quantity, and pricing;
2. End-User site information, including company name and street address (shipping address);

In order to facilitate the installation process it is helpful to include the following supplemental information on or with ProStart Installation POs:
1. Channel Partner contact information including company name, billing address, contact name, email address and phone number;
2. Channel Partner or End-User installation coordinator contact information including name, email address, and phone number;
3. End-User site contact information, including name, phone number, and email address;
4. Equipment information, including hardware, maintenance, software, and software assurance PO number(s); and
5. *Requested* date of installation (PLEASE NOTE: Installation date is dependent upon many variables and is not guaranteed until confirmed by the ProStart PM).

End-User Installation Responsibilities
To ensure a successful installation ProStart requires the following End-User responsibilities:
1. Communicate with the ProStart PM, providing appropriate advance notice for all changes;
2. Submit site and site contact information including company name, street address, contact name, email address, and phone number;
3. Collect and submit specific network configuration and technical information as requested. End-User can help to avoid schedule delays by ensuring that ProStart receives complete information no later than three weeks prior to the requested installation date to allow for verification and equipment staging. Some examples of the needed information include:
   a. Details about the wiring to which the ActivReach Ethernet switch will connect. Those details should include:
      i. Number of existing wiring closets and wiring cabinets and description of how those closets/cabinets are labeled/referenced (MDF, IDF-1, IDF-2, etc.)
      ii. Number and types (25 pair Cat3, fiber, etc.) of backbone cable connections between closets/cabinets
      iii. Number and types of termination blocks (66-block, 110-block, patch panel, none, etc.) for each wiring closet/cabinet
      iv. Details about the quality and completeness of the existing wiring tags/labels

     v.   Total number of cable drops for data

     vi.   Number of wire pairs for each data drop (2, 4, etc.)

     vii.   Total number of cable drops for voice

     viii.   Number of wire pairs for each voice drop (2, 4, etc.)

    b.   Network diagram of the application and all pertinent equipment. This diagram should include all of the proposed equipment and any existing equipment with which it is expected to interact (phone systems, routers, Ethernet switches, firewalls, wireless access points, paging systems, fax servers, etc.);

    c.   Data network service parameters if applicable, such as quantity and types of Wide Area Network connections (Ethernet, T1, MPLS, Internet, VPN, etc.) and Local Area Network connections (Ethernet, Fast Ethernet, Gigabit Ethernet, Power over Ethernet, WiFi, etc.);

    d.   Voice network service parameters if applicable, such as quantity and types of voice trunks (PRI, analog, SIP) and a phone extension list that includes a complete inventory of telephone numbers and the associated user names (voice, fax, IVR systems, alarm lines, etc.);

    e.   Interface configuration and addressing information for other equipment with which the installed equipment will interoperate;

    f.   Network security requirements and parameters, such as firewall rules and NAT configuration, port forwards; and

    g.   Premises layout or floor plan to be used in planning equipment placement;

4.   Verify and submit documentation of site qualifications to be sure that:

    a.   Installation impacting results communicated from any on-site surveys have been resolved prior to installation

    b.   The location meets the environmental requirements specified in the equipment documentation;

    c.   Physical mounting points and interfaces are compatible with the ADTRAN equipment;

    d.   Adequate electrical power is available and within six feet (cable length) of the ADTRAN equipment, protected by a surge protector or uninterruptable power supply (UPS);

    e.   Telephone and/or data circuit cables/jacks are labeled, mapped, terminated, fully installed with proper demarcation, have been tested and certified by the provider, and the points of demarcation are within six feet (cable length) of the ADTRAN equipment;

    f.   End-User premises wiring is installed, toned, tagged, and properly terminated. ProStart can tone and tag existing wiring as a separate billable service prior to the installation if necessary;

    g.   Other equipment or networks to which the ADTRAN equipment is connected are available and accessible, all interfaces are compatible, and that the networks are capable and properly configured for carrying the network traffic; and

    h.   Arrange for representatives of other vendors and providers (such as the telephone company, IT vendor, PBX vendor, wiring vendor, etc.) to be available during data gathering and at the time of installation as appropriate for configuration and testing of other equipment and networks with which the ADTRAN equipment interacts;

5.   Provide secure remote broadband access (i.e., port forward via a Cable, DSL, etc.) to the equipment via the public Internet to allow testing, configuration, and maintenance. End-User must ensure that their network is properly secured;

6.   Verify that all equipment, supplies, and materials have been received and are on-site and available before the installation commences;

7.   Provide supplies and materials that are not provided by ProStart but are required for the installation. Examples include: equipment racks, rack mount screws, patch cables, extension cords, etc.;

8.   Provide access to the equipment installation location at the time of arrival of the OST; and

9.   Secure the ADTRAN equipment by changing the passwords when the installation is complete.

The PM and/or PC will provide appropriate checklists and worksheets to assist the End-User in gathering and submitting the required information and in planning for the installation. In order to ensure that installations are

successful and timely, ProStart schedules resources in advance. Scheduling changes within five business days of a planned event or cancellations may result in additional costs to End-User. ProStart encourages End-User to notify the PM of any requested schedule changes or cancellations as soon as practical.

Installation Acceptance and Warranty
The system will be considered "in service" when it has been physically installed, configured, and is capable of passing the End-User's traffic (voice and/or data). At this point ProStart will notify the appropriate project stakeholders via email that the system is in service. This notification initiates the 14-calendar-day installation warranty, during which ProStart will make configuration adjustments based on written customer requests to fine tune the network parameters, provided remote access is available. The ProStart PM will review these requests and schedule the changes provided they are within the scope of what was purchased. If the End-User has purchased a ProCare Service Plan then the plan will be activated on the same "in service" date as the beginning of the installation warranty.   At the end of the 14-day installation warranty ProStart will request email acceptance from the appropriate project stakeholder, indicating that the installation is complete and that the installed equipment is operating properly. No response to this email request for five business days will be considered a tacit acceptance that the installation is complete.

4. OUT OF SCOPE

Exclusions
ProStart Installation Service does **NOT** include:

1. Implementation or installation of products for which there is no installation order or for those products not described in the Statement of Work, including labor, hardware, cables, etc.
2. Equipment required to perform installation services at the End-User location
3. Troubleshooting or managing third party vendor issues
4. 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
5. Force majeure: acts of God, acts of public enemy, acts of government, freight embargoes, strikes, quarantine restrictions, unusually severe weather conditions, insurrection, riot, etc.
6. Wiring or cabling beyond what is defined to be in scope for each installation project: installation or modification of End-User's in-house wiring; extension of telephone company demarcation point (DMARC); ancillary materials such as power/extension cords
7. Racks, shelves, or wall boards: supply, assembly, installation of racks, shelves, wall boards or any other physical structure to which the covered equipment is mounted (unless specifically included in the ProStart Statement of Work)
8. Optimization or troubleshooting of the End-User's network or applications

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 PM.   With advance notice and at ProStart PM discretion, ProStart can arrange for the ProStart PE or OST to perform work 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 five business days' notice is given.

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

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.