



ADTRAN ProServices

Description of Service Offering

Wi-Fi Help Desk

This Description of Service Offering (DSO) describes the services available with ADTRAN’s Wi-Fi Help Desk. ADTRAN ProServices offerings are made in accordance with the ADTRAN ProServices Terms and Conditions (Terms and Conditions), and other documents as noted therein, which includes but is not limited to, this DSO. In the event of a conflict between the Terms and Conditions and this DSO, the Terms and Conditions shall control. Purchasers are encouraged to read this DSO carefully, as it not only contains details of the coverage offered, but the purchaser’s responsibilities associated with obtaining this service and ensuring that the maximum benefit can be provided with this service. ADTRAN is not responsible should the provision of services be adversely affected by the purchaser’s failure to meet its responsibilities, and/or by the acts or omissions of the purchaser or other parties.

1. OVERVIEW

ADTRAN’s Wi-Fi Help Desk service assists customers and guests of customers to connect wireless client devices to the covered Bluesocket vWLAN based Wi-Fi network. The Bluesocket vWLAN Wi-Fi network may be Premises-based, ProCloud-based, or ProCloud Private Label-based. Wi-Fi Help Desk service is available only for wireless networks utilizing an ADTRAN Bluesocket vWLAN architecture.

Typical scenarios with which the Wi-Fi Help Desk will provide assistance include:

- User can’t get a Wi-Fi connection established
- User is unsure to which network he/she should connect
- User has a Wi-Fi connection, but can’t get past the login/splash page
- User doesn’t know what key (password) to enter when prompted
- User has a Wi-Fi connection but can’t get to the Internet
- User is connected but believes the speed is lower than expected

The Wi-Fi Help Desk will be able to resolve most of these types of issues for the support requester; however a successful outcome may not always be achievable, as the issue may be caused by a network or equipment failure. In these instances, the Wi-Fi Help desk will alert the customer’s Technical Point of Contact (TPoC) of the suspected issue and suggest a course of action so that issue resolution can be pursued. For those instances where escalation to ADTRAN Technical Support is required, the Wi-Fi Help Desk will engage ADTRAN Technical Support as defined by the ProCare or ProCloud services plan purchased by the customer.

Two types of Wi-Fi Help Desk Service Plans are available, as indicated below:

Help Desk Offering	Customer Type	Availability
ProCare Help Desk, SMB	All Businesses with the exception of hotels	Quantity purchased must match the quantity of APs registered to the Bluesocket Controller. A ProCare or ProCloud plan must be active for each AP registered to the vWLAN controller.
ProCare Help Desk, Hospitality	Hotels	Quantity purchased must match the number of guest rooms in the hotel. A ProCare or ProCloud plan must be active for each AP registered to the vWLAN controller. Help Desk service is for the guest rooms only.

2. CONTACTS FOR SUPPORT SERVICES

Purpose/Need	Contact	Hours of Operation	Contact Information
Questions about ProCare Service Plan	ProServices Sales Operations	Monday – Friday 8:00am-5:00pm Central Time excluding ADTRAN holidays	888-874-2237 256-963-8716 proservices@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
Help Desk Technical Support	Provided upon registration	7x24x365	Provided upon registration
ProServices Purchase Orders	ProServices Sales Operations	Monday – Friday 8:00am-5:00pm Central Time excluding ADTRAN holidays	Fax: 256-963-7956 Email: proservices.po@adtran.com

3. CUSTOMER RESPONSIBILITIES

Purchasing ProCare Wi-Fi Help Desk Service – SMB

To obtain ADTRAN Wi-Fi Help Desk service for premises-based deployments, the customer must have purchased and registered, or purchase simultaneously, a ProCare or ProCare Private Label service plan for every access point in the network.

To obtain ADTRAN Wi-Fi Help Desk service for ProCloud or ProCloud Private Label deployments, the customer must have purchased and registered, or purchase simultaneously, a ProCloud or ProCloud Private Label service plan for every access point in the network.

Purchasing ProCare Wi-Fi Help Desk Service –Hospitality

To obtain ADTRAN Wi-Fi Help Desk service specifically for hotels for premises-based deployments, a ProCare or ProCare Private Label service plan must be purchased and registered for every access point in the network, and a Wi-Fi Help Desk plan must be purchased and registered for every room in the hotel.

To obtain ADTRAN Wi-Fi Help Desk service specifically for hotels for ProCloud or ProCloud Private Label deployments, a ProCloud or ProCloud Private Label service plan must be purchased and registered for every access point in the network, and a Wi-Fi Help Desk plan must be purchased and registered for every room in the hotel.

Broadband Access and Credentials

In order to deliver the maximum benefit to the customer, ADTRAN Help Desk personnel must have full read/write privileges to the vWLAN controller to which the covered APs are connected, enabling a more thorough diagnosis and resolution of many help desk support scenarios. If necessary, ADTRAN will perform the configuration changes necessary to permit this access.

In order to register a Wi-Fi Help Desk service plan, the purchaser must provide ADTRAN with the following:

- For premises-based deployments, full read/write login credentials to the vWLAN controller
- Technical Point of Contact’s (TPoC) contact information – name, phone number(s), and email address
- Contact preferences and business hours for each site
(for ProCloud deployments, this information is already known to ADTRAN)

Failure to provide full read/write access to the vWLAN controller will significantly limit the amount of assistance the Wi-Fi Help Desk can provide, as will changing the credentials after initially provided.

Technical Point of Contact Responsibilities

The Technical Point of Contact is the primary individual with whom ADTRAN will work to resolve technical issues involving covered ADTRAN equipment. The purchaser will ensure that the TPoC, and all of its personnel who request support under the ProCare Service Plan are familiar with the ADTRAN products to the extent necessary for them to operate with reasonable competence and to work with ADTRAN support personnel in troubleshooting issues.

A change in the TPoC or contact preferences should be promptly communicated to ADTRAN.

Contacting the Help Desk

The Wi-Fi Help Desk can be reached using a toll free number and access code provided to the customer upon registration of the plan. Calls will be answered “ADTRAN Wi-Fi Help Desk”, and agents will gather information aimed at identifying and resolving the issue. The Wi-Fi Help Desk is available 7x24x365, including holidays. On average, calls to the Help Desk will be answered in less than 30 seconds, with callers being able to speak with a Help Desk agent in less than 4 minutes.

To verify entitlement to Wi-Fi Help Desk support, the agent will request the access code. To this end, it is critical that the hotel or business provide the access code to every potential Help Desk caller, and ensure it is included wherever the Wi-Fi Help Desk toll free number is displayed. While the Wi-Fi Help Desk will attempt to verify coverage through other means if the access code is unknown to the support requester, no other means will be as reliable as the access code.

4. OUT OF SCOPE

Exclusions

Wi-Fi Help Desk Service does **NOT** include:

1. Upgrading client device OS, application, or any software.
2. Configuration changes to the Bluesocket vWLAN and/or Access Points.
3. Troubleshooting network or carrier issues.
4. Troubleshooting beyond basic client-side wireless connectivity if no access to vWLAN has been provided.

Note that while troubleshooting and resolving issues with ADTRAN vWLAN equipment is not an entitlement of the Wi-Fi Help Desk service, since Wi-Fi Help Desk service requires an active ProCare or ProCloud service plan on the Wi-Fi equipment, such support will be provided by ADTRAN Technical Support according to the entitlements of those plans.

5. GENERAL INFORMATION

Service Plan Renewal

Wi-Fi Help Desk Service Plans are initially in effect for the period shown on the Letter of Verification. Coverage may be renewed by sending a complete and correct purchase order to the ProServices Business Office. If services remain available, coverage will be extended without interruption provided the valid purchase order is received

prior to the expiration date of the current coverage. In the event of a lapse between the expiration date and our receipt of a valid purchase order, ADTRAN may require a 30-day reinstatement period.

Commencement of ProCare Coverage

Wi-Fi Help Desk Service Plan coverage begins upon registration. Registration requires the active participation of the purchaser. **Lapsed Support**

Upon the lapse of any Wi-Fi Help Desk service plan through the termination or expiration of the plan (other than ADTRAN's termination for Customer's breach), the parties subsequently may elect to reinstate such Wi-Fi Help Desk Service Plan for ADTRAN Products for which the plan lapsed upon the terms and conditions set forth in this DSO; provided the Customer agrees to pay for the period of time that has lapsed as well as the Renewal Term.

Refusal of Coverage

ADTRAN reserves the right to refuse a purchase order for Wi-Fi Help Desk Services for any reason, including, but not limited to: incomplete purchase order, absent prerequisite coverage, or non-ADTRAN network architecture.

Cancellation

The customer may, at its discretion, cancel any portion of the plan for any reason, during the plan term; however, all ProCare Service Plans are 100% non-refundable. ADTRAN reserves the right to suspend Wi-Fi Help Desk service, without refund, should it be determined that any of the pre-requisites for obtaining such service have not been met and have not been remediated within 30 days of notification by ADTRAN.

Supported Geographies

The Wi-Fi Help Desk is available for customers throughout the United States and Canada.

Language

Technical Support for the Wi-Fi Help Desk is provided in English.