

Wireless Services for North America



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ADC skilled engineering services deliver strategic benefits to our customers. Our expertise, relationships, and experience are helping service provider and enterprise customers transform their businesses to become more profitable, more competitive, and more rapidly adapt to changes in market conditions.

ADC skilled engineering services are built on a foundation of PLAN – DEPLOY – MAINTAIN. Our network lifecycle approach helps our customers:

- Reduce the complexity of the planning, deployment and maintenance processes
- Bring additional capacity and coverage online quickly
- Better assess the condition of their networks and their readiness for technology upgrades
- Ensure the quality of new-equipment deployments
- Integrate newly acquired assets into their networks
- More efficiently utilize their existing assets
- Decommission and remove equipment for redeployment or obsolescence

The choice of professional service partners is a strategic decision that can affect the overall success of any network initiative as well as the overall business agility of the entire organization. Great products are just the beginning of ADC's story. With thousands of wireless coverage and capacity solutions deployed worldwide, choose ADC for our experience and in-depth expertise.





PLAN

Planning Services

- Site Survey
- Layout and Design

DEPLOY

Deployment Services

- Project Management
- Program Management
- Installation
- Commissioning and Acceptance

MAINTAIN

Maintenance Services

- Troubleshooting and Repair
- Monitoring and Maintenance
- Extended Warranties
- Spares Management
- Training

PLAN

Site Survey

Systems Engineers will visit customer sites to assist with validation of RF coverage requirements and evaluate the potential for ADC product applications. The information gathered will be used to assist with layout and design engineering activities.

Requests for service with less than two weeks advance notice will result in additional charges for actual travel expenses.

Layout and Design Services

Contingent upon receiving detailed and accurate information about end-customer requirements, ADC will:

- Determine the correct offering for the stated specifications
- Provide a Bill of Material for the recommended application layouts
- Provide cable run sheets, elevations, and topology drawings

Please note that ADC may charge customers for these services depending on the scope of projects. Layout and design services will be billed at ADC's current time and material rates.



DEPLOY

Project Management

Coordination of layout, design, provisioning, installation, and commissioning services

ADC will provide a firm fixed-price quotation for any Project Management work Customer would like ADC to perform.

Program Management

ADC DAS maintenance services start with an overall coordination of various maintenance programs. Our program management service includes:

- Primary customer and vendor interface
- Service Level Agreement compliance and metrics reporting
- Documented equipment replacement procedures and equipment routines with task statements, including contact lists and escalation policies
- Quality assurance
- Management of repair-and-return processes and logistics



Installation

Nationwide resources trained to provide consistent work across the United States meeting industry standards, ADC standards, and customer specific standards.

Installation services typically include:

- Installation Methods and Procedures (MOP)
- Material Inspection and Management
- Installation
- Circuit and Continuity Testing
- Self Audits
- Job Completion Work

ADC will provide a firm fixed-price quotation for any installation work customer would like ADC to perform.

Commissioning and Acceptance

ADC offers on-site turn-up and optimization services following product/system installation. Commissioning services are only scheduled once the end-customer or integrator has confirmed successful completion of ADC product installation.

Please note that ADC requires a minimum of two week notice of all requests for Commissioning Services.

Should the Systems Engineer determine that the ADC product/system has not been successfully installed upon arrival on-site to perform Commissioning services; the end-customer will have the option to pay for installation support services to complete the work while the Systems Engineer is on-site, or schedule another Commissioning visit. In the event the Commissioning service must be rescheduled, the end-customer will be charged full price for both the initial visit and the follow-up visit.

Requests for service with less than two weeks advance notice will result in additional charges for actual travel expenses.

Commissioning prices are per project.

On-Site Technical Support During Installation

ADC offers on-site technical support as a billable service unless the support is being provided as part of a First Office Application (FOA). Throughout the project, the customer or integrator remains the owner of all facets of the installation project. The ADC Systems Engineer will serve as a technical representative pertaining to the installation and turn-up of ADC-specific product. Normally, ADC will not provide technical support for other vendor product, will not serve as Project Manager, or provision 3rd Party material and equipment. However, these services may be offered on a "for-fee" basis. On-site Technical Support services will be billed at ADC's current time and material rates. Requests for service with less than two weeks advance notice will result in additional charges for actual travel expenses.



MAINTAIN

Troubleshooting and Repair Service

A non-contractual service designed for the customer who opts for on-site or remote maintenance service by an ADC technical representative on a per incident basis; or for the contract maintenance customer who requires service outside of their normal contract coverage. A Purchase Order (PO) is required in advance; credit card billing is available for some services.

Service includes:

- On-site support and repair or replacement of hardware at ADC's currently published hourly rates, plus expenses.
- Response time on a "best effort" basis.
- All services performed by ADC for customer will be provided in a professional and skilled manner.

Product repair and replacement costs:

- In-warranty products are repaired or replaced at no additional charge beyond applicable on-site or remote support hourly rates.
- Charges for any required out-of-warranty hardware replacement, and warranty on replaced parts, are as described in the current ADC Warranty/Software Handbook.

Monitoring and Maintenance

To provide warranty coverage beyond the initial standard warranty, ADC offers extended warranty, system monitoring and maintenance. Please contact ADC for a detailed description of this offering.



ADC Warranty and Services

ADC Product Warranty Information:

- In-Warranty. 1 year from date of shipment.
- In-Warranty Year 1 Advance Replacement (A/R) contract. Product available for A/R services at no additional cost. Annual term.
- Non-Warranty, Extended-Warranty Contract. Includes free Repair and Return (R/R) Services for one year. Annual term.
- Non-Warranty, Extended-Warranty Advance Replacement Contract. Includes free A/R Services for one year. Annual term.
- In-Warranty Advance Replacement Service (A/R), per replacement.
- Non-Warranty, Repair and Return Service (R/R), per repair.
- Non-Warranty, Advance Replacement Service (A/R), per repair.

Return Requests Guidelines and Required Information for a Return

1. PO number – A PO number is required for all repairs, whether the unit's serial number says it is in-warranty or not. If the unit has been installed on a tower for more than 24 hours the option is return for repair. Lightning/Power Surges can happen within the first 24 hours and are not covered under warranty. If the unit fails test before going up the tower, the original PO number is needed to issue a return for credit. If the customer wants a replacement added to the original order, we need approval from the purchasing agent for alteration of the PO to accept the new charges. Customer will receive credit once the product has been returned back to ADC. However, a free product will not be shipped out as a replacement.
2. Part numbers, serial numbers, and quantity of defective units
3. Failure descriptions – FYI, "Bad" is not a failure description
4. Bill-To and Ship-To Address

Product Training

ADC will provide formal classroom/lab-based training on the installation, operation and maintenance of ADC Wireless products. ADC leverages our Systems Engineering staff to deliver training uniquely customized by Subject Matter Experts with years of Wireless industry experience and highly knowledgeable and skilled in all aspects of product applications, installation, operation, and maintenance. While ADC will work with the customer to tailor the training sessions to best fit their requirements, the typical course will be two days in duration for class size ranging between 10 and 20 personnel.

Training is offered at an ADC facility, on-site at customer locations, or via web-based sessions.

Prerequisites: Participants must be familiar with RF technologies, fiber optic fundamentals, fiber and RF cable management, as well as fault localization and connectorization of fiber and coaxial cables. Customer personnel must also have previous experience with test equipment to include spectrum analyzers, signal generators, multimeters, Optical Time Domain Reflectometers and optical power meters. If required, ADC will negotiate rates for training on prerequisites listed above.



WIRELESS SERVICES FOR NORTH AMERICA



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