



ProServices Description of Service Offering EliteCloud and EliteCloud Plus for Wi-Fi

This Description of Service Offering (DSO) describes EliteCloud and EliteCloud Plus for Wi-Fi, which are two of the ADTRAN ProServices offerings generally available under the ADTRAN EliteCloud suite. It may be applied to ADTRAN Bluesocket virtual Wireless Local Area Network (vWLAN) Access Points (APs) (or BSAPs) installed in the United States, Canada, Puerto Rico, and, with some limitations, other select areas.

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 services¹.

This DSO, the ADTRAN Manufacturer’s Warranty, and the ProServices Terms and Conditions document (of which the latest versions are available online at www.adtran.com) plus any applicable ProServices Letter of Verification (which is customer- or implementation-specific) cover the agreement between you and us. The online version of any document takes precedence over other versions.

For more information on other EliteCloud services, please visit www.adtran.com/elitecloud. We offer a wide range of services in the ProServices suite. To find out more, please visit www.adtran.com/proservices.

1. OVERVIEW AND SERVICE LEVELS

ADTRAN EliteCloud for Wi-Fi delivers:

- A hosted monitoring infrastructure in redundant, highly secure, and geographically distributed data centers
- Active monitoring of covered devices and alerts for reportable, potentially service-affecting issues
- Automated monthly reporting on key metrics
- Priority access to ADTRAN Technical Support for service-affecting emergencies, and standard access to ADTRAN Technical Support for non-service affecting issues and general support
- ADTRAN-controlled firmware upgrades
- Advance hardware replacement (Next Business Day or 4-hour, depending on the service level) in the event of hardware failure on select ADTRAN devices.

ADTRAN EliteCloud Plus for Wi-Fi delivers:

- All of the benefits of EliteCloud for Wi-Fi (mentioned above), as well as initial set-up of automated reports
- Configuration change services

¹ 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.

We offer EliteCloud and EliteCloud Plus for Wi-Fi both for existing ADTRAN Bluesocket vWLAN deployments being converted to EliteCloud and for new ADTRAN Wi-Fi deployments being installed either by ADTRAN under ProStart installation services or by an ADTRAN partner.

We offer two service levels for both EliteCloud and EliteCloud Plus for Wi-Fi:

		EliteCloud for Wi-Fi	EliteCloud Plus for Wi-Fi
Hosted Infrastructure	Redundant, secure, geographically distributed.	✓	✓
Active Monitoring	7x24x365	Covered APs	Covered APs
Service Alerts	7x24x365; for reportable, potentially service-affecting issues.	✓	✓
Scheduled Reporting	Monthly reports showing key metrics on covered devices.	✓	✓
Technical Support Emergency Service	After-hours access to Technical Support for service-affecting emergencies reported by telephone.	✓	✓
Technical Support Standard Service	Response by a Technical Support Engineer for any issue reported by telephone; available 7am-7pm CT, M-F (excluding ADTRAN holidays).	1 hour	1 hour
Firmware Upgrades	Controlled and performed by ADTRAN on a schedule announced in advance.	✓	✓
Advance Replacement	Delivery of replacement hardware to the service address; time is measured from the point at which ADTRAN determines that the device is defective.	Next Business Day shipment via overnight ² delivery service	Next Business Day shipment via overnight ³ delivery service
Help Desk Services	First-response support to help Wi-Fi users resolve connectivity issues.	Optional	Optional
Onboarding Services	Conversion of existing ADTRAN Bluesocket vWLAN networks to EliteCloud.		Optional
Report Set-up	Initial set-up of automated reports.		✓
Configuration Change Services	Limited changes at your request and specific direction; must be scheduled in advance.		✓

EliteCloud services may be purchased in conjunction with ADTRAN’s ProStart installation service. For more information, please visit www.adtran.com/ProStart.

² In areas outside of the United States, Canada, and Puerto Rico, advance replacements shipped for overnight delivery may be delayed in customs.

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2. SERVICE DETAILS

EliteCloud services apply separately to each covered device for a specified service term.

Hosted Infrastructure

We provide and maintain the redundant, secure, and geographically distributed EliteCloud hosted infrastructure. EliteCloud uptime guarantees apply to the EliteCloud infrastructure, not to the connection from your covered devices across the Internet to the EliteCloud infrastructure, for which you (or your designee or provider) are responsible.

Monitoring and Alerts

The EliteCloud system monitors the EliteCloud infrastructure 24 hours a day, 365 days a year; for EliteCloud Plus, the system also monitors covered your covered APs. If it detects a potentially service-affecting issue, it will notify you via automated email, sending the email to the address you provide to us as your service is being established. We will take appropriate steps to evaluate and correct issues, but because in some cases it is not possible for us to determine whether a particular issue affects your service or requires further action on our part, the notification may ask you to contact us if necessary. If you receive an alert, you may choose to open a support case based on your assessment of the EliteCloud notification. You may also choose to open a support case independently of an EliteCloud notification. For potentially service-affecting issues detected or reported after business hours, you may choose to work with us to resolve the issue immediately, or to work on it the next business day.

Reporting

On a monthly basis, we prepare and make available to you a set of reports that show key metrics of the covered devices for the previous month, metrics related to APs, clients, locations, roles, SSIDs, etc.

Technical Support

You may open a support case either by telephone or the web. (See “Problem Reporting Procedures” on page 6 for more information.) For support cases opened by telephone, we will contact you within 30 minutes for 7x24x4 coverage, and within one business hour for NBD coverage. Our response time is measured from the time that you have provided all of the information required to open the support case. The service level response time guarantees apply only to service cases opened by telephone, not via the web. Because web support cases are monitored only during ADTRAN business hours, we strongly recommend that you report service-affecting emergencies by telephone.

Firmware Upgrades

Because AP firmware is correlated to the firmware of the EliteCloud infrastructure, we upgrade the firmware of covered APs at our discretion. If we should deem it necessary to perform an upgrade outside of a regularly scheduled maintenance window, we will make reasonable effort to notify you at least 72 hours in advance in order to minimize any inconvenience associated with the upgrade.

Advance Hardware Replacement

If we determine that a covered device is defective (and that its failure is not due to misconfiguration, misuse, or environmental damage), we will provide an advance replacement. (See “Exclusions” on page 7 for a more complete list of exclusions.) We will use commercially reasonable efforts to ship a replacement unit of the same or comparable specifications for delivery in accordance with the applicable service level. For NBD coverage, if we make the determination during regular business hours, then we will ship the replacement for delivery on the next business day; however, if we make the determination outside of regular business hours,

then we will initiate the shipment on the next business day for delivery on the following business day. We deliver replacement equipment only to shipping addresses accessible by common carriers, and only when your representative is available to confirm its acceptance by signature. In areas outside of the United States, Canada, and Puerto Rico, 4-hour advance replacement is not available, and advance replacements shipped for overnight delivery may be delayed in customs.

Wi-Fi Help Desk Services (Optional)

As part of the ProServices portfolio, we offer ProCare Help Desk, a supplementary service that provides first response support to help users resolve Wi-Fi connectivity issues. Under ProCare Help Desk, we will:

- assist users/guests to configure their mobile device to connect to the wireless network;
- provide password resets as needed;
- provide guidance to Wi-Fi users on configuration / software changes to resolve connectivity issues;
- answer Wi-Fi connectivity questions or concerns;
- investigate Wi-Fi connectivity issues to determine root cause within the LAN or WAN;
- escalate issues to your technical point of contact or to ADTRAN Technical Support, as appropriate.

If you choose to not include ProCare Help Desk for your end users, you must assume responsibility for providing helpdesk services.

For more information, visit www.adtran.com/procare and look for “Helpdesk for Wi-Fi.”

Onboarding Services (Optional, EliteCloud Plus for Wi-Fi only)

We offer an optional service to convert existing ADTRAN Bluesocket vWLAN systems to EliteCloud; this is referred to as “onboarding.” As part of the onboarding service, we:

- send you a form that you can use to submit the information we need;
- work with you to establish our remote access to the system being converted;
- transfer your vWLAN configuration to the EliteCloud system;
- tell you about any changes that you need to make to your existing network (e.g., DHCP, DNS, etc.) to redirect your BSAPs to the EliteCloud service; and
- confirm that your system has been converted to EliteCloud.

Initial Report Set-up (EliteCloud Plus for Wi-Fi only)

We will customize the built-in system reports to show information that you may use to manage your network.

Configuration Change Services (EliteCloud Plus for Wi-Fi only)

At your request and specific direction, we will make some changes to the EliteCloud configuration, such as:

- adding an SSID/VLAN/subnet;
- changing an SSID name or preshared key;
- renaming an existing template or applying it to an AP;
- adding, deleting, or modifying a role;
- updating the static text or images on a captive portal page; or
- allowing a different WAN IP address into EliteCloud system through the ADTRAN firewall.

We perform configuration change services during regular business hours, which are Monday through Friday, 7:00 a.m. through 7:00 p.m. Central time, excluding ADTRAN holidays. We will complete most routine changes within two business days of receiving your request and will work with you to coordinate the particular date and time. In cases where the work is particularly complex or extensive, we may extend the completion time beyond the usual two days.

Other changes may be considered outside the scope of your EliteCloud service, such as:

- adding an AP;
- moving an AP from one domain to another;
- adjusting AP channel or power settings; or
- making functional changes to a captive portal page.

For changes that are out of scope, we offer a separate service that includes more in-depth analysis and planning. For more information or to request a custom quote, please contact the ADTRAN Customer Care Center at 888-4ADTRAN (888-423-8726).

3. CUSTOMER RESPONSIBILITIES

Purchasing EliteCloud 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 EliteCloud service appropriate for the equipment and for the desired service level and term length;
- requested coverage dates (term, quantity, price, and dates must match);
- equipment identification, including part number(s) and serial number(s) for all covered devices;
- service address, including company name, street address, city, state/province, and postal code;
- end-user site contact information, including name, phone number, and email address;
- PO number(s) for the original ProStart installation of the device to be covered (if the device was installed under ProStart installation services).

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 accept delivery of a package or greet an on-site tech), a technical contact (someone who understands your network and can help in troubleshooting if necessary), and a renewal contact (someone who needs to know when it's time to renew service coverage).

Broadband Access and Security

You must provide us with continuous broadband access to all covered devices to ensure that we are able to provide the full range of services; we may deny service on any device for which we do not have adequate access. You must ensure that your network is properly secured.

Onboarding

If we convert your system to EliteCloud through the onboarding process, you must:

- ensure that your LAN is capable of supporting the ADTRAN Wi-Fi network, specifically, that the switch infrastructure support 802.1q (i.e., switches are managed, can service multiple VLANs, and provide trunk ports to the BSAPs);
- give us the technical and administrative information that we request;
- work with us to establish our remote access to the system being converted;
- make any required changes to your network to enable the EliteCloud service (e.g., DHCP, DNS, etc.);
- remediate any LAN issues that we may identify;
- cooperate with us in testing to ensure that your wireless network is operating as expected.

Problem Reporting Procedures

As EliteCloud includes an active monitoring service, we may identify anomalies in your network and notify you. If you wish to open a support case with ADTRAN, either in response to a EliteCloud alert or for any other reason, you may do so via the web at www.adtran.com/supportcase or by calling the ADTRAN Customer Care Center at 888-4ADTRAN (888-423-8726). You should be prepared to provide:

- your ProServices plan number;
- your contact information, including name, callback telephone number, and a valid email address;
- serial number of the covered device;
- the nature of the issue; and
- the circumstances under which the issue was encountered. (While it is expected that in most cases our active monitoring of the network may render this step unnecessary, there are instances where an issue may not be detectable remotely.)

Trained Personnel

Troubleshooting often requires the help of someone on site who has some knowledge of the existing network. If you require troubleshooting help from us, we may need for you (or someone you designate) to be on site and to participate in the troubleshooting. The ADTRAN Technical Support Engineer will ask questions and lead you through troubleshooting steps; we will need for you to have a technical understanding of the application(s) in which the covered device is being used and basic knowledge of other devices within the network that may impact the performance of the covered device.

As part of the troubleshooting process, you may be asked to:

- access a network device via another host on the LAN or a serial connection from a physically connected host (i.e., reach it from another computer);
- log in to the device (i.e., know the username and password);
- follow technical instructions given by the ADTRAN Technical Support Engineer to help gather pertinent information; and
- perform packet captures in the LAN, which means that you must have the necessary hardware (e.g., laptop, cables) and software (e.g., Wireshark), as well as the ability to use them to collect the packets and send them to the Technical Support Engineer.

If you are not able to participate in this way, then you may designate someone else who can.

Shipping / Return of Equipment

If a covered device is replaced under EliteCloud, we will provide a pre-paid return label or schedule a courier to pick up the replaced equipment. You will be asked to pack the replaced equipment for shipping (using the box from the new equipment if desired), affix the return label, and make the package available for the courier. If we do not receive the defective equipment within 30 days, we may bill you for the list price of the replacement equipment and suspend any or all ProServices coverage belonging to you.

Relocation or Modification

If you plan to relocate, modify, enhance, or otherwise alter the covered device, you should notify us at least 30 days in advance so that we can make the necessary arrangements.

4. EXCLUSIONS/ADDITIONAL CHARGES

Exclusions

ADTRAN's EliteCloud Plus for Wi-Fi service does not include:

- service on any device not specifically covered by EliteCloud or EliteCloud Plus for Wi-Fi;
- service on any device that has been altered or modified by anyone other than an authorized ADTRAN representative;
- services made necessary by failures related to your acts of misuse, neglect, accident, alteration, or modification;
- services made necessary by issues caused by other devices in the network;
- services made necessary by issues that existed before the commencement of coverage;
- resolution of software or hardware incompatibilities with third party products;
- troubleshooting without a person who is on-site, familiar with the network and trained in its operation, and able to follow instructions and cooperate with the ADTRAN Technical Support Engineer;
- failures due to cabling or power supplied by you;
- Force majeure: acts of God, acts of public enemy, acts of government, freight embargoes, strikes, quarantine restrictions, unusually severe weather conditions, insurrection, riot, and other such causes beyond our control;
- supply or installation of wiring or cabling; supply, assembly, installation or maintenance of racks, shelves, or any other physical structure to which the covered equipment is mounted (unless specifically included in the EliteCloud service); ancillary materials such as power/extension cords;
- damage caused by electrical stress, including power fluctuations or lightning;
- design or optimization of your network or the applications that run on it;
- multi-vendor meetings, except when we suspect that the covered device may be responsible for a network issue;
- consulting services;
- implementation of user authentication via LDAP if it introduces intolerable security risks;
- implementation of user authentication via RADIUS, unless your RADIUS server can communicate directly with the BSAPs on your LAN;
- implementation in networks in which the switch infrastructure does not support 802.1q; or
- implementation in networks that do not have adequate support for DHCP, including numbered options or, alternatively, a static DNS host entry on your private DNS server.

Additional Charges

Beyond the services offered as part of EliteCloud and EliteCloud Plus for Wi-Fi, 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 coverage earlier than the normal start date. You may request that coverage start earlier than normal processing allows. The expedite fee helps to offset the additional costs of special processing and rush shipment of equipment to the appropriate depot. We will grant an expedite request and accept the fee only if the service and equipment are available.
- Site Not Ready (SNR) fee: fixed rate surcharge to reinstate services if you are not available to accept replacement equipment at the designated date/time, necessitating a subsequent re-delivery attempt.

5. GENERAL INFORMATION

EliteCloud Infrastructure Software Maintenance and Maintenance Windows

We normally perform upgrades to the EliteCloud infrastructure during regularly scheduled maintenance windows; we will notify your designated contact at least 72 hours in advance of a scheduled maintenance window. If we decide it's necessary to make potentially service-affecting changes outside of a regularly scheduled maintenance window, we will make reasonable effort to notify you as much in advance as practical in order to minimize any inconvenience.

Supported Geographies

The provisions of this DSO apply to coverage available for products installed in the United States, Canada, and Puerto Rico, and, with some limitations, other select areas. Four-hour advance replacement may not be available in all locations. To confirm eligibility for sites by U.S. Zip Code, use the 4-Hour Availability Lookup Tool at www.adtran.com/proservices, or contact the ProServices Sales Operations Team at ProServices@adtran.com or 888-423-8726.

Commencement of EliteCloud Coverage

For all services that include 4-hour advance replacement, we may require up to 30 days to ensure proper staffing and stocking of local depots. If ProStart installation and EliteCloud are purchased at the same time, coverage begins immediately upon the device's in-service date.

Lapsed Support /Termination

We will attempt to notify you before your EliteCloud coverage expires. After expiration or termination of coverage, we may elect to reinstate the service, provided you pay for the period of time that has lapsed as well as the renewal term, and the covered device is in the same condition and network environment as before the lapse of coverage.

Cancellation

You may cancel any portion of the plan for any reason during the plan term; however, EliteCloud services are non-refundable.

Language

Technical Support is provided in English.

Closing a Support Case

We will contact you to confirm that a previously reported issue has been resolved. If we don't receive your response within two business days, we will assume that you approve and will close the support case.

Contacts for Support Services

For answers to most support questions, you may visit 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 as shown:

Purpose/Need	Contact	Hours of Operation	Contact Information
Questions about EliteCloud service coverage or order processing	ProServices Sales Operations	Monday – Friday 8:00am-5:00pm Central Time excluding ADTRAN holidays	888-423-8726 256-963-8716 proservices@adtran.com www.adtran.com
Questions about a ProStart Installation, technical support during an installation, or to update contacts for EliteCloud alerts	ProStart Project Manager	Monday – Friday 8:00am-5:00pm Central Time excluding ADTRAN holidays	888-423-8726 256-963-8716 prostart@adtran.com www.adtran.com
Post-installation technical support	ADTRAN Technical Support	Monday – Friday 7:00am-7:00pm Central Time excluding ADTRAN holidays Service-affecting emergencies: 24 hours/day 7 days/week	888-423-8726 256-963-8716 www.adtran.com/supportcase supportforums.adtran.com

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 or 888-4ADTRAN (888-423-8726).

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