



ProServices Description of Service Offering Subscription Services

This Description of Service Offering (DSO) describes the entitlements, technical details, roles and responsibilities under Subscription Services. They may be applied to certain services bundled with ADTRAN devices sold by monthly subscription and installed in the United States 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 Managed Service Provider (MSP) who purchases the Subscription Services from ADTRAN or to the End User who is the ultimate recipient of the services¹.

This DSO and the MSP Agreement (as applicable), cover the agreement between you and us. The currently published 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.

1. OVERVIEW AND SERVICE LEVELS

ADTRAN Subscription Services deliver:

- a monthly billed “network as a service”
- may include hardware, management, maintenance, and other services as described by the part number ordered
- Services that may be included:
 - o ProCloud NBD for Wi-Fi (hosted on ADTRAN platform)
 - o n-Command software (hosted by MSP), plus ProCare NBD for Switches, Routers, and IPBGs

ProCloud, which is available for hosting of Wi-Fi access points, includes:

- a cloud-based, hosted infrastructure in highly secure and geographically distributed data centers. Includes active monitoring of all data center resources alerts for reportable potentially service affecting issues
- optional configurable monthly reporting of 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-recommended firmware upgrades; and
- NBD (Next Business Day) advance hardware replacement in the event of hardware failure

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.

		ProCloud NBD APs
Hosted Infrastructure	Secure, geographically distributed.	√
Active Monitoring	7x24x365 of ProCloud Infrastructure	√
Service Alerts	7x24x365; for reportable, potentially service-affecting issues related to the ProCloud Infrastructure.	√
Scheduled Reporting	Monthly, 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
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
Help Desk Services	First-response support to help Wi-Fi users resolve connectivity issues.	Optional

2. SERVICE DETAILS

Subscription Services apply separately to each covered device for a specified service term. For access points, the Subscription Service may include ProCloud service for each device. For routers, switches and IPBGs, the Subscription Service may include n-Command software, to be installed and hosted by the MSP.

ProCloud Hosted Infrastructure

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

N-Command MSP

n-Command MSP includes the following management features for ADTRAN devices: Firmware Management, Configuration Management, Auto-device Discovery, Device Inventory and Control, Automatic Configuration Backup, and Voice Quality Monitoring (VQM). Routers, switches and IPBGs under Subscription Services may include the n-Command software, and you will be responsible for the n-Command server infrastructure. Technical Product Support for n-Command MSP will be

provided by ADTRAN

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

ProCloud Monitoring and Alerts (for Wi-Fi)

The ProCloud system monitors the ProCloud infrastructure 24 hours a day, 365 days a year. 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 ProCloud notification. You may also choose to open a support case independently of a ProCloud 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.

Technical Support

You may open a support case either by telephone or the web. (See “Problem Reporting Procedures” for more information.) For support cases opened by telephone, we will contact you within one business hour. 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, service-affecting emergencies must be reported by telephone.

Advance Hardware Replacement

If ADTRAN Product Support determines 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 5 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.

3. CUSTOMER RESPONSIBILITIES

Purchasing Subscription Services

The MSP must submit to us a valid purchase order (PO) for each Customer Domain requested that includes:

- PO number;
- Ship-to address
- Billing/Invoice Address
- Contact name
- Contact phone number
- Net terms
- Terms of Delivery (ship method)
- Part number (always representing one hardware device per PO line)
- Quantity (always 24)
- Technical Contact name
- Technical Contact phone
- Technical Contact email address
- Renewal email (to receive renewal notifications)

Additional End User Information to be specified in the PO:

- Is this End User..
 - o New
 - o Existing (add-on)
 - o Demo Conversion
 - If Demo conversion: provide existing AP serial numbers
 - o End User/ Site Name (if existing or demo, list the domain currently in use)
 - o End User Site address
- End User information required for orders containing ProCloud Wi-Fi:
 - o ProCloud Wi-Fi Administrator email address (permissions to manage ProCloud instance)
 - o Alert/notification email address for ProCloud Wi-Fi

ProCare End User Help Desk Service for Wi-Fi Activation

The End User Wi-Fi Help Desk service may be ordered as a separate service by the MSP, providing end user connectivity assistance via telephone to end users and their guests. When ordered, an ADTRAN Project Coordinator will contact you, and you should be prepared with the following information:

- End user company billing name and site name – either may be used as the domain name.
- A primary and secondary Technical Point of Contact name, phone, and email address. This is the person to whom the Help Desk Representative will escalate if the caller is accessing Wi-Fi, but cannot access network resources they desire (e.g. internet, network printer, etc...).
- SSID name(s)
- SSID preshared keys
- Authentication method used: Captive Portal, open network, etc..

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.

Problem Reporting Procedures

As ProCloud for Wi-Fi includes an active infrastructure 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 ProCloud 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.)

Service-Affecting Emergencies During non-Business Hours

If you have a service-affecting emergency outside the hours of 7:00am – 7:00pm Monday-Friday Central Time, or on a holiday, call the ADTRAN product support number (888-423-8726) and follow the prompts. An agent will take your information, including the serial number to verify coverage,

confirm the service-affecting emergency, and open a service request. As soon as possible, and within the purchased SLA, an engineer will contact you to begin troubleshooting and restoration.

Service-affecting emergencies include:

- Site down situations where all, or a majority, of users do not have network access.
- All or a majority of business-critical devices/applications are not functioning.

Service-affecting emergencies do not include:

- Issues arising during a new installation
- Issues encountered during a firmware upgrade
- Issues encountered when any type of configuration change is made to the site or connected devices
- RMA requests when the unit has NBD coverage

Supported Versions

Troubleshooting assistance is limited to supported firmware versions of AOS, and the customer is responsible for maintaining the equipment on a supported version. [Reference guide for supported firmware versions](#)

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 Product 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 Local Area Network (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, or be able to gather the necessary hardware (e.g., laptop, cables) and software (e.g., Wireshark), as well as the ability to use them with direction to collect the packets and send them to the requestor.

n-Command MSP

The MSP will be responsible for setting up an n-Command server and configuring switches, routers and IPBGs for use with the management software.

Shipping / Return of Equipment

If a covered device is determined to be defective and replaced under Subscription Services, we will provide a pre-paid return label via email or schedule a courier to pick up the replaced equipment. You, or the End User, 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.

Relocation or Modification

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

4. EXCLUSIONS/ADDITIONAL CHARGES

Exclusions

ADTRAN's Subscription Service does not include:

- service on any device not specifically covered by the service;
- 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 ProCloud 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; or
- consulting services.

Additional Charges

Beyond the services offered as part of the ADTRAN Subscription Services, 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 Product 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

ProCloud Infrastructure Software Maintenance and Maintenance Windows

We normally perform upgrades to the ProCloud 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. Please note that issues that affect the ProCloud infrastructure will typically affect only the administration, monitoring, notification, and reporting services; operation of the covered access point or switch (and the network traffic passing through it) are normally unaffected.

Supported Geographies

The provisions of this DSO apply to coverage available for Subscription Services in the United States, and, with some limitations, other select areas.

Expiration, Renewal or Lapse

Subscription Services are automatically renewed on the expiration date for a period of 12 months. We will attempt to notify you by email to the renewal email address provided when your Subscription Services coverage is to be automatically renewed. If you do not wish to renew the Subscription Service, you must provide us with 30 day notice prior to the expiration date. All devices must be returned to ADTRAN according to the MSP Agreement following lapse or cancellation of services.

Cancellation

Subscription Services are subject to an early cancellation or termination fees.

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 Subscription Services 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
Technical support	ADTRAN Product 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 adtran.com/submitcase 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).