



Maintenance & Support Contracts Wireless Links

	Standard	Premium
Definition	8:00 AM to 5:00 PM Monday-Friday excluding federal holidays. Next business-day in-service guarantee.	7x24. On-site with spares within 4-hours of service call.
What is Covered	Entire link – Sled assembly/mast, roof protection pads, fiber/copper data cabling, power cable to radios, conduits, roof offsets, outdoor enclosures, lightning surge protectors, power bricks/PoE injectors and ground wire/ground rod/clamp.	
Exclusions	Damage due to lightning, vandalism, acts of god, fire, flying or falling objects, damage due to negligence or willful act or damage due to electrical surge. Radio relocation and service calls attributable to issues with other customer equipment are billed on a T&M basis. SLA exclusion – hazardous road/roof/tower conditions. Certain outdoor repairs cannot be conducted during precipitation events.	
Price	Per quotation – Varies by type of contract and make/model of equipment.	
Contract Terms	Renewable 1-year or 3-year.	
Billing & Payment	Renewable 1-year: Net 30, in advance. Renewable 3-year: billed annually, Net 30, in advance.	
Remote Access	Customers are encouraged to provide secure remote access to the links under contract for remote diagnostics and troubleshooting. If remote access cannot be provided, customers must make a senior network engineer available for troubleshooting via the telephone.	
Inspection	Annual inspection of radios, software logs, mounts, cables and wireless path - included in price.	