

Service Brief – Cradlepoint In Vehicle Cellular Router Installation

Overview:

This services brief outlines the tasks involved for a successful installation of Cradlepoint cellular routers into vehicles.

Task List:

- **Scope Review and Scheduling**
 - Contact Client within 2 business days, determine that scope meets the criteria of the SKU that has been ordered, and determine site readiness.
 - Schedule engagement with Client depending on hardware availability and Client schedule.
 - In-vehicle Installation, cabling, and power on.
- **Router Installation:**
 - Unbox each customer provided device and inspect.
 - Install device in customer specified areas within vehicle.
 - Install exterior antenna on vehicle.
 - Confirm Power On and test.
 - Place all trash in customer onsite receptical.
 - Obtain customer sign off.
- **Remote Project Coordination**
 - Schedule and coordinate necessary resources to support the project.
 - Identify, escalate, and document project issues as necessary.
 - Complete project closeout by processing completion documents received from technician.

Client Responsibilities

- Provide all hardware and materials to successfully complete the project onsite prior to technician's arrival.
- Area where work is to be performed is free from obstructions and accessible.
- Provide access to all areas that devices are to be installed.
- Provide contractor ID badge for all technicians. (If required)
- Designate 1 project representative for partner who will be the single point-of-contact and/or manager of the work performed by technician(s).
- All work scheduled for technician(s) must be requested through the Provider Project Coordinator.
- Any changes to the project scope, network or site must be reviewed with the project coordinator at least 3 weeks prior to the start date agreed upon by all parties.
- Provide adequate working conditions, and pathways clear of any equipment or miscellaneous items when technician(s) is performing work on Client's premises.
- Receive, inventory, and move equipment to the installation site location.

- Work with the Provider to complete pre-installation planning.
- Ensure that the site meets all requirements prior to the commencement of the services, including network functionality and cabling (if provided by the Client required)
- Site contact will be ready and available at the time of scheduled installation.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Parking will be available and at no cost to Provider.
- Provide any appropriate documentation necessary to grant technician access to site.
- Provide staging area or room for technicians.

General Assumptions

- All work will be performed during normal business hours, Monday through Friday, 8:30 a.m. to 5:30 p.m., except holidays unless otherwise agreed to in advance.
- All tasks will be performed over a consecutive timeframe unless otherwise agreed to by all parties.
- Electrical power is within 4' of equipment requiring electrical power.
- Technician(s) have access to all areas where work is to be performed.
- Estimating 2 hours on site.
 - Additional hours will be charged at the hourly rate.
- Provider is not liable for any data loss.
- Work to be completed within 120 days from when the Provider receives Customer PO.
- Additional fees will apply in the event the engineer:
 - Is cancelled with less than 48 hours' notice.
 - Has a stoppage in work outside of engineer's control.
 - Equipment is not onsite, or the site is in a state of non-readiness.
 - POC is not available and there is downtime.
- Notification of changes to Client schedule needs to be communicated to Provider Project Coordinator in writing within 3 business days of the change. A cancellation fee will apply per technician per incident if cancellation or rescheduling of appointment occurs 2 business days or less prior to scheduled appointment.
- Provider will reschedule the technician(s) on a best-effort basis once notified of the schedule changes.
- Onsite technicians are not responsible for any configuration, advanced troubleshooting, or structured cabling.
- Any installations outside of 30 miles from Major Metro City will incur a per mile fee.
- Any out-of-scope work must be communicated and verified through the Provider Project Coordinator and will be subject to additional fees.
- If a return visit is needed to complete the installation(s), an additional Trip fee will apply in addition to all remaining per unit Installation fees.
- Floor plans are provided prior to technicians arriving onsite.
 - Floor plans should include locations of cable runs and AP placement.
- Union or prevailing wage labor costs are not included in this quote.
- Permit costs if required, will be determined prior to project kickoff call.

- Additional charges apply if the technician must return to site for any reason outside of the technician’s control.
 - All equipment is not onsite.
 - Location/area is not ready for install.
 - Site contact is not available when technician arrives, and technician is turned away.

BOM:

- Cradlepoint IBR900, IBR1700 and IBR1900 routers.
- Panorama 4x4 MiMo LTE 5G/4G/3G/2G 4x4 MiMo WiFi +GPS Antenna or similar

Services Pricing:

Description	Per Unit	QTY	Total
Installation per Vehicle SKU 6346075	\$375.00		
Per Mile Over 30 Miles from Metro City (NFL City) SKU 6346080	\$0.90/mile		
Total Cost (including estimated expenses)			