



## MAINTENANCE & SUPPORT

### Definitions

The following terms shall be given the meaning set forth below:

“Tier 1 Support”: Tier 1 Support shall be provided by Reseller to End-Customers and shall include the following:

- Providing End-Customers general product information and configuration support;
- Providing End-Customer onboarding, configuration and set up support;
- Providing End-Customer onboarding and post course completion support for Certified Professional Installer (CPI) sales
- Provide necessary training on CBRS technology and SAS functionalities to the End-customer;
- Providing basic networking troubleshooting expertise and support on the standard protocols and product features;
- Triage incoming end-customer support requests and clearly differentiate SAS-related vs. non-SAS related issue;
- Collection of relevant technical problem identification information;
- Providing 24X7 phone or e-mail support;
- Submitting all Tier-2 trouble tickets on behalf of all end-customers at all times;
- Processing of all initial incoming technical and non-technical queries from End-Customers, including by phone and/or e-mail and/or fax and routing calls appropriately.

“Tier 2 Support” Subject to the maintenance of an active subscription, by the Customer, shall be provided by Company to the Reseller and shall include the following:

- Training Reseller on procedures for onboarding the end-customer
- Duplicating the Product problems;
- CPI Database modifications for CPI;
- Defining action plans for problem resolution;
- Troubleshooting, trace analysis, and resolving complex configuration problems;
- Providing advanced support on all protocols and features;
- Escalating technical issues not resolved by Tier 2 Support;
- Assisting Reseller in troubleshooting and isolating software and hardware problems related to SAS Services;



- Operational knowledge of the features, behaviors and bugs identified in provided documentation and release note;
- Access to Federated Wireless Knowledge base for product documentation.

“Tier 3 Support” Subject to the maintenance of an active subscription, per Exhibit C, by the Customer, shall be provided by Company to Reseller and shall include the following:

- Providing 24X7 escalation support for designated Reseller personnel via Company’s support portal, email and phone for issues that were not resolved by Tier-1or Tier-2 support;
- Managing escalated cases to resolution;
- Troubleshooting and re-creation of End User issues;
- All Tier 3 Support is provided upon confirmation that Reseller and/or End User issue is based upon a Company software or hardware error, and not an End User configuration or End User system design issue.

## Accessing Support

Federated Support offers Reseller with several ways to resolve any technical difficulties.

1. Access to my federated portal - Federated Wireless’ online Community and Knowledgebase with support articles, discussion forums, product documentation, viewing updates to supported platforms, release notes and more.
2. Access to my federated portal to submit and check status on trouble cases and support requests

## Escalation Path

The following is the escalation path for support:

Escalation Contact Name	Contact Title	Contact Telephone Number	Contact Email
Kevin McGovern	Senior Manager, NOC	571-436-1795	kmcgovern@federatedwireless.com
Darrell Miller	Vice President Network & Capacity Performance	703-930-9635	wmiller@federatedwireless.com
Becky Bobzien-Simms	VP of Operations	703-483-0983	bbobzien-simms@federatedwireless.com