

# AVIATCARE Performance Optimization with Consulting Services

Service Level Summary	
Service Delivery Level	Performance Optimization with Consulting - Annual
Service Duration (minimum)	12 months subscription

## 1. Introduction

This Service Description Document (“SDD”) sets forth the terms of the Aviat Performance Optimization with Consulting Services –Premium (“Service”). The Service provides performance optimization services by taking a snapshot of the customer’s link and device data. The service focuses on areas of improvement and will provide recommendations for improving link visibility, link availability and link performance w.r.t the baseline design. The service also includes ongoing network consulting for the duration of the service contract providing access to a technical expert who will be able to advise the customer team on action plans for an end-to-end solution for ongoing improvement.

## 2. Eligibility and Prerequisites

This Service is available for purchase only by Aviat customers who have purchased Aviat products through the Aviat-authorized sales channels. Customers must have Aviat ProVision Network Management System installed and provide Aviat access to their ProVision system or relevant data from the ProVision database for delivery of this Service offering. Aviat’s commitment to perform the Services is conditioned upon fulfillment of the other assumptions set forth in this document and Customer responsibilities outline (Section 4).

## 3. Service Features and Deliverables

The key deliverables for this Service by Aviat under this SDD are as follows:

### 3.1 Network monitor setup and planning

- Interact with customer team to get guidance on the network architecture, site naming and addressing.
- Setup ProVision with thresholds and alarms needed to establish the baseline availability.
- Establish guidance for tracking and improving visibility of links and devices to be monitored.
- Setup connectivity for remote download of events information (alarms) originating from a pre-defined list of network elements and sites specified by the customer.
- Provide guidance to customer team (pre-defined process will be sent) on gathering information from the ProVision system and sending to the Aviat team at a pre-defined frequency (monthly).

### 3.2 Data capture and secure download

- Monthly capture the performance data of the microwave links and related Radio/RF, TDM, IP systems – either using secure remote connectivity to the ProVision system OR by customer team providing the required information to Aviat.

### 3.6 Reporting & Readout

- Generate a **Performance Optimization Report** on the performance of the systems monitored with respect to the baseline design;
- Provide recommendations on:
  - Link visibility improvement
  - Link availability improvement (Radio performance)
  - Link performance improvement (Capacity)
- Readout monthly report and discuss recommendations with the customer team on a scheduled call.
- Prioritize and highlight any anomalies that are detected in the report to get proactive action before it leads to failure.

### 3.5 Expert Proactive Consulting

- Designated Network Consulting Engineer (NCE)
  - Aviat Network will assign a designated network consulting expert (NCE) for follow up advice on the actions and recommendations in the monthly Performance Optimization Report.
  - Single point of contact for technical consultation and reviews - 8x5 coverage; Backup designated consulting engineer for when primary NCE is out of office.
- Network Aware Support
  - Aviat NCE maintains a complete and up to date understanding of the customer's network that helps customer support teams in troubleshooting and faster resolution of complex incidents.
- Design and network optimization reviews
  - Access to design sessions conducted by experienced network consulting experts to review customer network design changes and recommendations for optimization.
- Critical Incident Management
  - NCE is informed and involved in critical incidents to help the Aviat and customer support teams to drive towards faster resolution.
  - Follow up with engineering for software defect escalation and resolution.
- Network Management reviews
  - Customer will get recommendations on setting up ProVision.
  - NCE will perform regular dashboard review and make recommendations (needs access to customer's ProVision).
- Software review
  - Bi-annual review and discussions on latest software releases and recommendations on specific customer action and impact.
- Reporting and planning
  - Biweekly remote meeting to plan activity around design reviews, optimization.
  - Quarterly remote technical planning and business review with customer staff; one of these review meetings per year will be onsite.
- Knowledge Transfer
  - Access to best practice templates and E-Learning specific to leveraging tools and best practices to optimize their networks.

## 4. Customer Responsibilities

Customer shall be solely responsible for providing each of the following items:

- Participate in the service kickoff meeting/call and provide information required and sign the Customer Information Document.
- Access to the customer's ProVision data using either of the following options:
  - Via remote secure access to the ProVision system to download the data.
  - Customer to provide the required data to the Aviat team on a monthly basis via secure upload to the Aviat FTP site.
- Customer will ensure ProVision is installed and has visibility and access to all network elements that need monitoring as part of this service.
- Customer will provide Aviat a list of sites along with equipment and description of the network elements to be optimized as part of this service. Customer will also ensure that Aviat or it's designated personnel have access to the sites and network elements in order to perform the Service mentioned in this SDD when required.
- Customer will assign at least **one prime technical contact** with additional contacts as needed and provide information including email and phone numbers for the purposes of communication of key reports, notifications and other deliverables mentioned in this Service.
- Customer technical contact will provide supporting technical information and documents required for the services deliverables in this offering.
- Customer is allowed to designate up to **two additional named technical contacts** that will interface with the Aviat designated NCE. All requests for any Aviat NCE engagement related to this Service must be channeled through these customer's designated technical contacts.
- Customer shall ensure that the Aviat personnel onsite at any customer location are furnished working conditions that are safe and secure, that are adequate in all respects to allow them to efficiently perform the Services and that comply with all applicable health and safety regulations.
- Customer will identify a project manager to be responsible for providing sign off for completed work and requirements and such person shall approval final deliverables.
- Customer shall cooperate fully with Aviat in its performance of the Services and shall promptly confirm completion of Services.

## 5. Service Scope

The Service scope is limited to the service deliverables outlined in Section 3 of this document. Any other services not expressly stated in Section 3 are not included in the Service scope. Any services marked OPTIONAL in Section 3 are included in the scope only if the customer has purchased the specific service option along with the service level purchase.

## 6. Additional Assumptions

- a. The Service is dependent on customer providing accurate and updated information and documentation about customer sites and networking elements to be monitored by the Service.
- b. The Service duration will commence on the first occurrence of either of the following events

- i. the signing of the Customer Information Document, or
  - ii. generation of the first Performance Optimization Report as part of this Service
- c. Aviat Networks or their subcontracted vendors do not require any special security clearance or training or certification to access the customer's systems or facilities for performing the Service.
- d. Aviat networks shall not be responsible for the conduct or performance or any delays caused by the Customer or by any third party who is not an Aviat employee or Aviat subcontractor.

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