

# SYSTEM MONITORING AND SUPPORT



## ENSURING YOUR WIRELESS SYSTEM IS MAINTAINED IN THE BEST POSSIBLE CONDITION

The installation and commissioning of your DAS and WiFi systems is just part of the job. Ensuring the continuing operation and health of your investment is imperative. TriPower can support your system with a variety of monitoring and support options.

The TriPower Network Operations Center (NOC) provides continuous monitoring of the DAS and other systems ensuring the monitored parameters are within tolerances. Should a parameter fall out of tolerance, NOC personnel are alerted and appropriate action is taken to inform the customer and, based upon the support level chosen, take remedial action to correct the problem.

TriPower's support services ensure that any issue is addressed by TriPower personnel anytime day or night. Our support packages include monitoring, remote problem correction, replacements parts, on-site repairs, training and other important features. Based upon the support package selected by the customer, response and spare parts delivery can be tailored to match the critical level the wireless system supports to the most effective cost.

Most importantly, TriPower's support services ensure wireless experts are monitoring and supporting the system 24x7x365. Our programs ensure your wireless system is up-to-date, maintained in the best possible condition as well as that any problem is quickly found and resolved.

Let us show you how TriPower can make the ownership and operation of your wireless system simple and cost-effective.

(Continued next page)



The TriPower Network Operations Center (NOC) provides continuous monitoring of your system.

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**PHONE** 925.583.8200  
**FAX** 925.583.8222  
**WEB** [TRIPOWER.COM](http://TRIPOWER.COM)

# TRIPOWER

BUILDING A WIRELESS WORLD™

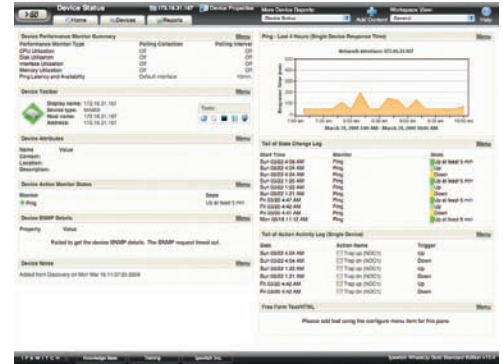
2301 ARMSTRONG ST, SUITE 101, LIVERMORE, CA 94551

# SYSTEM MONITORING AND SUPPORT

## TRIPower MAINTENANCE AND SUPPORT PLANS

	SILVER PLAN	GOLD PLAN	PLATINUM PLAN
24 x 7 Real Time Monitoring		X	X
Monitoring during normal coverage hours only	X		
Coverage hours	8-5 M-F	24/7	24/7
Max Response Time**	8 hours (during coverage hours)	2 hours	1 hour
E-Mail Support	X	X	X
Telephone Support	X	X	X
Hardware Repair/Replace***	T&M	X	X
Maximum Parts Replacement Time****	3 days	2 days	Next day
Advance Replacement		X	X
On-Site Spares at Discount			X
Patches/Fixes	X	X	X
Functional/Version Upgrades		X	X
System Manager Training at NC*		X	X
On-Site Support (if required)		X	X
On-Site Resp. Time (Max Severity)		24 hours	4 hours
Quarterly Service Report		X	X
Annual System Test and PM	Extra cost	X	X

- \* Covers classroom fee for training and material. Travel expenses are borne by customer
- \*\* Maximum response time to first contact with customer
- \*\*\* Parts repaired or replaced at N/C while under warranty
- \*\*\*\* Does not include custom parts such as crystals



We ensure your system is working at peak efficiency with 24 X 7 real-time monitoring.

This screenshot shows a table of network devices. The columns are 'Display Name', 'IP Address', and 'Device Type'. The table lists numerous devices, each with a unique name and IP address, all of which are of the 'NABAND' device type. The interface includes a search bar and various filters on the left side.

Every device in your network is constantly monitored. Detailed service reports are generated every quarter for Gold and Platinum Plan customers.

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