



SERVICE DESCRIPTION

REMOTE PREDICTIVE WLAN SURVEY

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1. General Description

A professional service providing a predictive – remote “desk based” WLAN survey for sites with or without existing wireless infrastructure.

A Westcon-Comstor remote engineer will use high quality building plans and appropriate software to build a model of your site.

By defining the materials of floors, walls, ceilings, etc, Westcon engineer will create an accurate virtual model of the location.

The engineer will then produce a report using the software to advise the design for the Wireless infrastructure. The benefits of a predictive model WiFi survey are that it provides a quick, cost-effective, and practical estimate of your site’s requirements, which causes minimal disruption to your business activities. However, this type of survey cannot account for onsite nuances such as cabling paths, or local interference sources.

This service is booked in advance, scheduled through resource planning, and coordinated by a customer interface and Westcon-Comstor Project Management Office (typically a resource coordinator).

2. Service Variants / SKUs:

| SKU | Material Description | Estimated Delivery Time (Excl out of hours) | Deliverables |
|-----------------------|--|--|---|
| WGPS-XXX-TE3-1DAY-REM | Remote Site Survey performed remotely by Westcon-Comstor Remote Engineer | 1 day (Minimum 1 Day) Total days depending on size of area & building being surveyed | <ul style="list-style-type: none"> ■ Remote Engineer to perform Predictive Site Survey ■ Pre-implementation Planning Call ■ Data Collection ■ Analysis ■ Reporting |
| WGPS-XXX-RC1-1DAY | Westcon-Comstor Resource co-ordinator | 1 Day (Minimum charge) | <p>The Resource Coordinator for the project who will be responsible for:</p> <ul style="list-style-type: none"> ■ Introductory email to the customer PM with Westcon-Comstor RC contact details. ■ Single point of contact for scheduling requests for Westcon-Comstor resource(s). ■ Westcon-Comstor resource scheduling. ■ Acceptance of deliverables via email. ■ Invoicing. ■ Customer satisfaction survey. <p>■ Note:</p> <ul style="list-style-type: none"> ■ Communication to the end user is managed by the Customer/Partner PM ■ Coordination of customer and 3rd parties' responsibilities are managed by Customer/Partner PM. |

Service Components

| Component | Description | Deliverables |
|----------------------------------|--|--|
| Pre-implementation planning call | Call to discuss expectations, deliverables, responsibilities, and context | <ul style="list-style-type: none"> ■ Review the details of this service description to ensure a clear understanding from both parties with respect to project goals, expectations, timelines, and scheduling ■ Review the roles and responsibilities of the Westcon-Comstor and Customer resources ■ Identify the project managers/co-ordinators and key contacts involved with the project ■ Review potential current wireless issues being experienced by customer ■ Review customer's use of wireless network infrastructure and resources |
| Data collection | Collection and consolidation of all required and relevant data to be used for analysis | <ul style="list-style-type: none"> ■ Collection of customer provided diagrams of site ■ Collection of site material types (steel, concrete, lead, etc) ■ Collection of any other relevant data such as wireless infrastructure, network diagrams and AP power output ■ For existing WLAN networks AP locations and Vendor/Model must be provided |
| Analysis | Onsite analysis of received data using Ekahau survey software by Westcon Comstor Remote Engineer | <ul style="list-style-type: none"> ■ Evaluation of design requirements for the wireless infrastructure and environment ■ Identification of configuration issues, code defects ■ Evaluation of wireless hardware, running operating system & software, failover configuration, mesh configuration (where applicable), and licensing and provisioning details ■ Review of wireless infrastructure performance metrics, check for potentially unusual metrics ■ Evaluation of the wireless infrastructure against known issues including <ul style="list-style-type: none"> ○ Dead spots ○ Throughput Issues ○ VoIP & VoWiFi ○ Video Calling ○ Interference ○ Channel Overlap |

| Component | Description | Deliverables |
|-----------------|---|---|
| Reporting | Generation and compilation of findings report based on analysis | <ul style="list-style-type: none"> Westcon Comstor Engineer to create Wireless Site Survey report detailing findings and recommendations following analysis. Summary Description of any other relevant or notable issues. |
| Project closure | Feedback to customer regarding report containing findings and recommendations | <ul style="list-style-type: none"> Report will be presented during the project closure call Feedback by phone call/online meeting Potential next steps to be discussed |

Estimated Project Timeline

| Scheduling order (not contiguous) | Estimated Duration | Dependencies / Customer Responsibilities |
|-----------------------------------|------------------------------|--|
| Pre-implementation planning call | Customer dependent | <ul style="list-style-type: none"> Customer to provide a valid PO at least 1 week prior to commencement Customer to assign a project lead and technical contact Customer to advise of any existing issues with wireless infrastructure |
| Data collection | Customer dependent | <ul style="list-style-type: none"> Provision of high quality floorplans / site diagrams Customer to provide network schematics relevant to wireless infrastructure Wireless infrastructure needs to be functioning and in an active state |
| Analysis | Minimum Half Day (0.5) | <ul style="list-style-type: none"> Dependent on the size and complexity of the customer site. |
| Reporting | Minimum Half Day (0.5) | <ul style="list-style-type: none"> Dependent on the amount of data collected during analysis. |
| Project closure | Project & Customer Dependent | <ul style="list-style-type: none"> Dependent on complexity of report findings and recommendations. |

3. Customer Responsibility

- RF Application needs (Voice, Data, Location, etc).
- Client device types.
- Clarify/confirm the site type. Such as:
 - Campus (indoor & outdoor)
 - Warehouse (high ceiling, high density, storage, cold storage, distribution)
 - Office (open plan, high density, multi room, multi floor)
 - Manufacturing (high ceiling, high density, hazardous)
 - Public Services (high density, hazardous, hotel, education facility, hospital)
 - Retail
- Provide high quality digital floor plans/site diagrams (with scale clearly shown).
- Confirm area size in square metres (sqm) or square feet (sqft) that needs to be surveyed.
- Clarify/confirm the site type.
- Customer shall commit a technical representative (Customer "Single Point of Contact" or "SPOC") on a full-time basis to provide Westcon with the assistance required to complete the Services, including, but not limited to, providing responses to all inquiries. Such SPOC shall have full authority to act on all aspects of the project.

4. Pricing Methodology

Pricing is dependent upon the scope and duration of the project, calculated based on the time taken for our engineer to complete the Remote survey. The following variants will apply as required: in hours / out of hours / weekend / fixed price.

| Day for engineer on site | Out of hours multiplier | Price & SKU's |
|---------------------------------|--------------------------------|-------------------------------|
| Weekdays: In Hours | 1 | Price and SKUs on application |
| Weekday: Out Of Hours | 1.5x | Price and SKUs on application |
| Weekend: Saturday | 1.5x | Price and SKUs on application |
| Weekend: Sunday | 2x | Price and SKUs on application |
| Public Holiday | 3x | Price and SKUs on application |

Travel and Expenses: This is a remote only service.

5. Assumptions

- The work will be carried out on a Time and Materials (T&M) basis.
- All work is remote.
- The engineer will complete tasks as allocated for the duration of the engagement.
- Any work not completed during the time purchased will either need to be completed by the customer themselves, or an extension of time will need to be requested which will be chargeable.
- If an extension is requested, it may not be on a consecutive day due to engineer availability.
- There are no fixed deliverables as part of the Time and Materials pricing model.
- Westcon-Comstor will allocate resources a minimum of 10 days after receipt of a signed Statement of Work and receipt of PO.
- All work will be during normal business hours Monday to Friday 09:00 to 17:30.

6. Exclusions and limitations

The following are not included in this service:

- Creating floorplans.
- Estimating building materials.
- This survey is void of any type of field measurement.
- Any onsite work.
- Management of any customer resources.
- Management of the delivery of any Service provider equipment or services unless specified as In Scope. If this becomes a requirement during the project, it will be scoped on a time and materials basis using the change management process.
- Management, escalation or raising of issues to 3rd parties or Service Providers unless specified as In Scope. If this becomes a requirement during the project, it will be scoped on a time and materials basis using the change management process.
- Management, escalation or raising of issues to the vendor, unless a Westcon vendor support contract is in place. If there is no Westcon vendor support contract in place and this becomes a requirement during the project, it will be scoped on a time and materials basis using the change management process.
- Work outside of normal business hours Monday to Friday 09:00 to 17:30. Unless specified as In Scope.
- Work on Weekends. Unless specified as In Scope.
- Work on Public Holidays. Unless specified as In Scope.
- Where Resource Coordination is purchased and not Project Management the following are also out of scope:
 - Project management of the End User is Not included and is the responsibility of Customer/Reseller/Partner.
 - The Customer/Reseller/Partner Project Manager will be the central point of contact for all project activities with (End Customer or 3rd Parties) to ensure project success.
- Anything not explicitly stated as In Scope.

7. Common Features / Definitions

- **Acceptance Criteria** – Agreed criteria that work is complete, and at which point invoicing takes place.
- **Activity** - A set of actions designed to achieve a particular result. Activities are usually defined as part of processes or plans are documented in procedures.
- **Agreement** - A document that describes a formal understanding between two or more parties. An agreement is not legally binding unless it forms part of a contract.
- **Backup** - Copying data to protect against loss of integrity or availability of the original.
- **BOM** - is short for Bill of Materials
- **Business Hours** - means 09:00 hours to 17:30 hours local time Monday to Friday, excluding public holidays.
- **Cancellation** – The work scheduled will no longer take place.
- **Change Request Management** - A formal process for changing this statement of work.
- **CIW** - is short for Customer Integration Workshop
- **Configuration** - A generic term used to describe a group of configuration items that work together to deliver an IT service, or a recognizable part of an IT service. Configuration is also used to describe the parameter settings for one or more configuration items.
- **Consultant** - is a person assigned by Westcon-Comstor to perform Services under this SOW.
- **Customer** – A Customer is defined as the company that Westcon-Comstor have the commercial relationship within an engagement.
- **Deliverables** - means the hardware and/or software and/or the Services described in the statement of work.
- **End User** – This is defined as the company a service is being provided to via a Customer/Partner.
- **Engineer** - is a person assigned by Westcon-Comstor to perform Services under this SOW.
- **Escalation** - An activity that obtains additional resources when these are needed to meet service level targets or customer expectations. Escalation may be needed within any IT service management process, but is most commonly associated with incident management, problem management and the management of customer complaints. There are two types of escalation: functional escalation and hierarchic escalation.
- **Fixed Price** – A project being delivered for a fixed cost. Projects can be delivered as a single phase or multiple phases.
- **HLD** - is short for High Level Design
- **LLD** - is short for Low Level Design
- **Out of Hours** - means 17:31 hours to 08:59 hours Monday to Friday. All day Saturday, Sunday and Public Holidays.
- **Partner** – A Partner is defined as the company that Westcon-Comstor have a commercial relationship within an engagement.
- **Postponement** – The start date of the commencement of services had been agreed but the start date has been changed to a later date. It is also considered that the services have been rescheduled.
- **Procedure** - A document containing steps that specify how to achieve an activity. Procedures are defined as part of processes.
- **Process** - A structured set of activities designed to accomplish a specific objective. A process takes one or more defined inputs and turns them into defined outputs. It may include any of the roles, responsibilities, tools, and administrative controls required to reliably deliver the outputs. A process may define policies, standards, guidelines, activities, and work instructions if they are needed.
- **Project Coordinator** - is the person who will assist with coordinating Westcon's performance of the Services (small engagements)
- **Project Kickoff** – Initial call/meeting between all parties once the Purchase Order has been received. This is the formal start of the engagement.
- **Project Lead** - is the person who will assist with coordinating and managing Westcon's performance of the Services. This will either by a Project Manager or Resource Coordinator as defined in the Statement of Work.

- **Project Manager** - is the person who will assist with coordinating and managing Westcon's performance of the Services (larger engagements).
- **Public Holidays** - are officially recognised public holidays in the country work will take place.
- **Rescheduled** - The start date of the commencement of services had been agreed but the start date has been changed to another date.
- **Resource** - A generic term that includes IT infrastructure, people, money, or anything else that might help to deliver an IT service. Resources are considered to be assets of an organization.
- **Resource Coordinator** - is the person who will assist with coordinating Westcon's resources to deliver Services described within this sow.
- **SD** - is short for Service Description
- **Service Delivery Center – Service Desk** - The Single Point of Contact between the Service Provider and the Users. A typical Service Desk handles Incidents and Service Requests, and also handles communication with the Users.
- **Service Description** - A Service Description defines the specific deliverables of a service. In general, a Service Description will act as a supplementary document to a contract, describing the functional attributes of the service to be consumed, its limitations, pricing structure, service levels (and penalty schemes if appropriate) giving customers a clear understanding of exactly what will be delivered under the terms of their contract when a purchase order is signed.
- **Standard Business Hours** – Defined as Monday to Friday 09:00 to 17:30.
- **Statement of Work (SoW)** – A legal document that adds specificity to a particular piece of work over and above the provision made in the contract. A SoW may be for a specific project or a program that is delivered by the parties. Usually, it is significantly more operational in its nature and very specific in its definitions, including roles and responsibilities of all parties. Activities beyond those listed in the SOW may require a change order
- **Time and Materials (T&M)** – A project being delivered under T&M means that the customer will only be charged for time used by Westcon-Comstor. If there is not enough time purchased by the customer, they can either complete the work themselves or use the Change Management process to request a quote for additional time.
- **Trainer** - is a person who will perform training Services, if any.
- **Weekend** - means 00:00 – 23:59 Saturday (all day) and 00:00 – 23:59 Sunday (all day).

8. Legal terms and conditions

This Service Description is subject to Westcon Group European Operations Ltd's standard terms and conditions located at <https://www.westconcomstor.com/global/en/legal/terms-and-conditions.html> "Terms and Conditions".

In the event of a conflict with this SD and the Terms and Conditions, this SD shall take precedence. Notwithstanding the foregoing, the Terms and Conditions do not apply where you have agreed to separate terms with us in which case those terms shall prevail to the extent that the terms herein are not otherwise covered and further provided that those terms have not expired or otherwise been terminated.

9. Document History

| Document Title | Version Number | Issue Date | Author |
|--|----------------|------------|-----------------------------|
| SD Comstor Cisco Remote Predictive WLAN Survey | 1.0 | May 2022 | Jon Dawson |
| SD Comstor Cisco Remote Predictive WLAN Survey | 1.1 | July 2022 | July 2022 |
| SD Comstor Cisco Remote Predictive WLAN Survey | 1.2 | July 2022 | July 2022 (update to logos) |
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