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		Ascom® Wireless Solutions Inc.		
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Installation Service Waiver, *FreeNET*

(Customer)

Ascom Wireless Solutions will perform all installations of the Ascom FreeNET systems. The Ascom implementation team consists of System Implementation Engineers to insure quality performance, minimize impact and to expedite and optimize the input of configuration data.

Installation Conditions

Before the installation can be scheduled the Ascom technical services department must receive completed survey forms (FreeNET Pre-configuration Survey and FreeNET Data Collection Survey) from the assigned customer representative (Project Manager). The Project Manager should be Ascom certified (FreeNET Admin and FreeNET Installation and Maintenance) and if not a subordinate representative must have such certification and be available to work with Ascom to prepare and assist with integrations, call case provisioning, and testing.

During the FreeNET system installation there will be a handoff from the Ascom engineer to the site-supporting administrator of the FreeNET system. This administrator must be a certified Ascom FreeNET administrator who has thus completed Ascom instructor based training prior to the handoff date.

Any deficiencies associated with the installation service requirements and guidelines set forward will be noted and installation scheduling may be delayed until said conditions are met. The Project Manager may request a Special Condition Installation Service Waiver recognizing noted deficiencies and schedule the installation acknowledging the associated risks. Most requirement deficiencies result in a revisit or a reschedule and the Project Manager is then responsible for the fees associated with any additional labor and/or re-scheduling.

Installation Guidelines

Integration and Configuration Information


Ascom requires detailed information about the PBX, CENTREX, CO, T1 provider, dial plan, wireless extensions, radio infrastructure, adjunct systems (Nurse Call, voice mail, ect,,,), cabling, hardware resources and facility resources. This data is captured with two forms:

- 1) *FreeNET Data Collection Survey*
- 2) *FreeNET Pre-Configuration Guidelines*

Theses two forms must be completed, delivered and reviewed by the Ascom technical services department before the installation date can be set.

Certification Training

The customer or distributor responsible for maintaining the Ascom FreeNET system and associated wireless voice and paging systems must be trained and certified by Ascom. The individual(s) assigned to administrate the Ascom FreeNET system after installation must complete the FreeNET Administration course prior to performing moves, adds, changes or maintenance on the FreeNET gateway. Ascom reserves the right to deny technical assistance (telephonic and field support) requested by individuals who have not completed the appropriate certification training. The service personnel responsible for the installation of the FreeNET equipment (VoIP gateway, PDM and IMS) must first complete the FreeNET Installation and Maintenance training course.

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Installation Scheduling

A minimum of four weeks prior to the desired installation date The Project Manager must contact the Ascom Technical Services Department to schedule an installation date. Both forms (*FreeNET Data Collection Survey* and *FreeNET Pre-Configuration Guidelines*) are due upon the request to schedule. Ascom will contact the Project Manager once the forms are reviewed to confirm a potential date. An Ascom implementation engineer will be assigned to the project and will work with the Project Manager from schedule date forward. Cancellations, reschedules and re-visits associated with matters unrelated to Ascom illness, Ascom diligence or Ascom product non-conformance will result in additional fees. Once an installation is scheduled an Implementation cancellation/reschedule fee of \$1,000 will apply when a cancellation or reschedule request is made less than three (3) weeks prior to the installation date.


Installation Waiver

If said conditions and guidelines are not met but the Project Manger would like to schedule and proceed with the installation all deficiencies must be listed as Identified Deficiencies and all parties (Ascom, Project Manager and end customer must acknowledge such deficiencies and associated risk by signing this document before the installation is scheduled.

Identified Deficiencies (Customer)

Waiver Conditions:

Ascom agrees to schedule the FreeNET system installation for the date of (_____) and make necessary travel arrangements for dispatch. Cancellations, reschedules and re-visits associated with matters unrelated to Ascom illness, Ascom diligence or Ascom product non-conformance will result in a non refundable fee of \$1,000. Travel, living and labor requirements may exceed the initial installation labor quote and such charges will be invoiced to (*Distributor*) at a rate of \$300 per additional day for travel and living and \$200 per hour for additional labor.

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Authorized Signatures

By signing below, the parties accept the Identified Deficiencies and associated risk and wish to proceed with the installation.

Project Manager

End Customer

Authorized Signature

Authorized Signature

Title

Title

Date

Date

Ascom Wireless Solutions

Authorized Signature

Title

Date