

NITEL PROFESSIONAL INSTALLATION SERVICES FOR NITEL MANAGED EQUIPMENT

OFFERING:

On every circuit installation that includes a Nitel provided and managed device at the customer premises, regardless of circuit speed or type, Professional Installation Service are available to the customer as an optional service. Nitel managed devices include routers, integrated access devices (IADs), firewalls, Ethernet network interface devices, and switches. A Basic Pro Install is typically all that is required to perform the installation of the Nitel device. Time and materials required outside the definition of a Basic Pro Install will result in time and material charges to the customer.



/ DEFINITION OF BASIC PRO INSTALL:

1. Up to two hours of technician time on site.
2. Mount the equipment in a customer provided rack or shelf.
3. Connect equipment to customer provided power.
4. Verify connectivity to the Nitel network.
5. For equipment with an electrical handoff:
 - / Install Cat5 inside wire up to 25 feet in length between the vendor circuit interface and the location of the Nitel provided equipment
 - / Does not include wall or floor penetration
 - / Does not include work done more than 12 feet above the floor
6. For equipment with an optical handoff:
 - / Install a fiber jumper up to 3 meters in length between the vendor circuit interface and the Nitel provided equipment
 - / Does not include wall or floor penetration
 - / Does not include work done more than 12 feet above the floor
7. For Voice installs, includes installation of a 66 block if required
8. Provided during regular business hours: 8:00 am to 5:00 pm local time, Monday to Friday.

/ ELIGIBILITY

1. Retail or Wholesale customers
2. Any contract duration



/ INSTALLATION SCHEDULING AND TERMS:

Parties shall work in good faith to promptly schedule the Professional Installation Nitel provided managed devices. Installation is scheduled after the circuit is delivered to the DMARC ("Basic Installation") and Nitel ships devices to the Customer location. For Professional Installation, Nitel provides a four (4)-hour window for the arrival of the authorized installation contractor and requires Customer to have a local contact on-site for the duration of the installation. This local contact must be able to provide access to facility telco rooms and have the authority to sign the Nitel work order verifying installation completion. If Customer requires a specific arrival time, an arrival window outside 8AM to 5PM local time Monday to Friday, or installation verification from an off-site contact, Customer may be subject to additional charges.

/ PRICING

Nitel Professional Installation Services

PRICING SCHEDULE	PRICE	METROPOLITAN/ EXTENDED AREA PRICE*	NOTES
Basic Pro Install	\$350	\$400	Up to two hours of technician time during standard business hours
Basic Pro Install After Hours	\$600	\$765	Up to two hours of technician time from 5:00 pm to 11:00 pm Monday to Friday and Saturday from 8:00 am to 11 pm.
Basic Pro Install - Sunday and Overnight	\$815	\$1,050	Up to two hours of technician time from 11:00 pm to 8:00 am Monday to Saturday, All Sunday installs fall into this category.
Excess Travel Charges - Hourly Rates	\$115	\$150	Applies to instances where technicians have extended travel to installation locations.
Expedite Fee	\$175	\$175	If requested greater than 24 hours from install
Turn-Away Fee	\$300	\$300	If requested less than 24 hours from install
Cancellation Fee	\$175	\$175	Examples: No access or customer not ready upon technician arrival
Cable Charge per Foot (includes labor / riser Cat6)	\$2.35	\$3.00	
Cable by the foot (completed within 2-hour dispatch)	\$0.50 CMR \$0.95 CMP	\$0.50 CMR \$0.95 CMP	Communications Multipurpose Cable, Riser (CMR) Communications Multipurpose, Plenum (CMP)
RATES FOR ADDITIONAL HOURS	PRICE	METROPOLITAN/ EXTENDED AREA PRICE*	NOTES
Standard Business Hours	\$150	\$195	8:00 am to 5:00 pm Monday to Friday
After Hours	\$250	\$325	5:00 pm to 11:00 pm Monday to Friday and Saturday from 8:00 am to 11 pm
Sunday and Overnight	\$275	\$350	11:00 pm to 8:00 am Monday to Saturday, All Sunday installs fall into this category

All times are local time at site of install.

Material costs beyond Basic Pro Install will be billed to customer.

* Metropolitan/Extended Area applies to all hourly-based work performed in these locations:

- Alaska – All cities
- Hawaii – All cities
- California – San Francisco and surrounding areas; Berkeley, Fremont, Milpitas, Mountain View, Oakland, San Jose, San Leandro, San Mateo, Mountain View, Palo Alto, Redwood City, Richmond, Union City
- Canada – Alberta, British Columbia, Manitoba, Ontario, Quebec, Saskatchewan
- Nevada – Las Vegas Proper
- New York – New York City and surrounding boroughs; Bronx, Brooklyn, Long Island, Manhattan, Queens, Staten Island
- Washington – Seattle and Mercer Island

/ PROFESSIONAL INSTALLATION – ADDITIONAL DEFINITIONS:

1. If the customer has two or more pieces of Nitel Managed Equipment at a single location, customer will receive up to 2 hours of tech time for the Basic Pro Install for each piece of equipment; assuming all equipment is installed during one dispatch.
2. For example, customer orders both a Managed Router and Managed Premises Firewall. The customer is entitled to 2 Basic Pro Installs – up to 4 hours; included in the price of the Nitel Managed Equipment.
3. Customer shall provide Nitel’s authorized installation contractors with access to all areas necessary to complete the installation. If Nitel dispatches a technician to provide a Basic Pro Install or Professional Installation Services and the customer is not ready or no access, the installation appointment will be rescheduled. The customer will be charged in the Turn Away Fee and charged in full for the rescheduled installation service.
4. Prior to the scheduled installation date, Customer shall:
 - a. Obtain any licenses, approvals, and permissions required by a landlord, building manager, or governmental authority for the installation and meet any insurance requirements related to the installation;
 - b. Identify Service locations potentially outside the scope of a Basic Pro Install as defined above.
 - c. For any Service location in a mall or other multi-tenant unit (MTU), Customer shall arrange for the use of tie pairs/facilities extending from the local telephone company demarcation point (DEMARC) to a common location within Customer’s store or leased space at the Service location. If no such pairs/facilities exist, Customer is responsible for their installation and clear identification of appropriate facilities for use prior to the date scheduled for Installation.
 - d. If facilities are not ready, Customer may be charged for an additional installation truck-roll and any other related charges.
5. If the technician arrives at the site and determines the Basic Pro Install will take longer than two hours, and/or require additional materials:
 - a. The technician will provide Nitel with an estimate of the duration and/or materials required.
 - b. If the technician is available for the extended time, and has the required materials, Nitel will request immediate approval from the customer for the additional estimated costs. If granted, the installation will proceed. If immediate approval is not granted, the installation will be rescheduled.
 - c. If the technician is not available for the extended time, or does not have the additional materials required to perform the job, the installation will be rescheduled.
 - d. If the installation is rescheduled for either b. or c. above, the Basic Pro Install will be considered used. The customer will be charged in full for the rescheduled installation service.
6. If the customer location is in a “closed building”, the customer must provide any extension needed from the vendor demarc to the customer’s suite or office. Nitel will provide the Basic Pro Install in the customer’s suite or office after this is complete.
7. If a building or facility requires special security for access, such as a military base or a prison, Nitel may not be able to provide Professional Installation Services.
8. Professional Installation Services are intended for the installation of new Nitel equipment and services. Not for repair/replacement of existing equipment or services.
9. Nitel does not offer Professional Installation Services on customer owned or provided equipment.
10. Nitel Professional Installation Services reflected above are applicable to the U.S. only.