

Nitel

Remote Reboot Service Description

The Service Description below applies to Nitel Remote Reboot Services.

Nitel Remote Reboot Services

Remote Reboot Services provide a way for Nitel or designated Customer personnel to remotely administer power reboots for switched power devices at Customer premises locations. Switched power devices plugged into Nitel provided Power Distribution Units (PDUs) can be remotely rebooted using a cloud portal. Customer can remotely reboot devices unmanaged by Nitel. The following methods of rebooting are supported:

1. Auto-reboots – Nitel configures network devices such as routers and switches plugged into the PDUs to reboot automatically when connectivity to the Internet is lost
2. Nitel manual remote reboots – Nitel manually reboots devices as part of troubleshooting efforts
3. Customer manual remote reboots - Customer has the ability to manually reboot devices unmanaged by Nitel using a cloud portal or mobile app

Nitel provides life-cycle support for all Remote Reboot Service deployments.

1. **Nitel Design Services:** Nitel Solutions Architects (SA) work with Customer to identify needs and develop a design. The output of the design phase includes documentation of PDU port-sizing per location, mounting requirements, identification of devices that will be connected to the ports, identification of responsible party for rebooting devices, and desired configuration of manual and/or automated reboots.
2. **Nitel Project Management Services:** The Nitel Project Manager (PM) oversees the remote reboot deployments including development of a project plan and tracking and communicating status. The PM coordinates with Nitel service delivery resources to facilitate delivery including procurement of PDUs, shipping to Customer locations, activation, and any professional installation services required.
3. **Nitel Activations and Installation:** Customer can self-install PDUs or purchase on-site installation for an additional fee.
 - a. On site installation - Customer must have resources at the installation location available on the day of installation to provide access to the Nitel technician. As part of the activation process, Nitel's technician unboxes, mounts the PDU(s) at the Customer's premises, connects the PDU(s) to site power, connects network devices to the PDU power plugs, and connects a network cable into the PDU network port. Customer can connect power cords from switched power devices they want to remotely reboot to unused PDU power plugs. Extension cords and field services outside of the scope of the installation are not included.
 - b. Self-installation – Customer can self-install services. A Quick Start Guide is provided and Nitel's Activations analysts are available to answer questions. Customer is responsible for receiving, unboxing, and rack, wall, or desktop mounting of PDU(s) at Customer's premises. Customer connects power cords from switched power devices to PDU power plugs and connects a network cable into the PDU network port.

- c. Activation – After installation, Nitel’s activations team configures the cloud portal, adds PDUs to the portal, adds devices to be rebooted within the portal, and configures reboot logic. If Customer wants to reboot their own devices, Nitel will provide a cloud portal with credentials to Customer admins for self-service reboots. Customer can access a mobile app as well to connect to the Customer portal using the same credentials provided by Nitel.
 - d. Auto-reboot configuration – PDUs are configured to ping multiple major Internet sites to monitor WAN connectivity and remotely reboot network devices only after a preconfigured number of pings without responses is experienced. The default configuration is to ping out to 3 Internet sites every 5 minutes. If no response is received after 3 pings, the service will automatically reboot designated devices. If this does not restore services, the process is repeated up to a total of two times.
 - e. Remote reboot and troubleshooting SD-WAN and Internet issues – Nitel's NOC and MSC use remote reboot services to facilitate troubleshooting activities, however, these services do not replace the need for Nitel to work with Customer to verify that there is site power after an outage is detected by Nitel’s systems.
4. Nitel Network Operations Center (NOC): Once transitioned to production, services are managed and supported by the NOC including the following:
- a. Alerting and ticket generation: Service includes alerting and ticket generation if PDUs become unavailable. Nitel will troubleshoot failures and provide NBD delivery of replacements for failed PDUs.
 - b. 24x7 support: Support is included in the service including triage of PDU issues.
 - c. Software/firmware updates: Nitel manages the PDU infrastructure including firmware updates to PDUs to ensure all elements are on current Nitel supported code versions.
5. Customer Change Requests: Customers may request configuration changes. Customers can add and change devices plugged into PDU ports unused by Nitel managed equipment but must create a change request for Nitel to configure changes within the cloud portal.
- a. Configuration Change Request (CCR): The process for Customer to initiate a CCR is defined as follows:
 - i. Customer authorized contact opens a Nitel Ticket with a detailed written description of the desired configuration change(s)
 - ii. Nitel will conduct an Engineering Review (ER) of the request.
 - b. Approval and Scheduling of CCRs: Nitel will work with Customer to address any concerns from the ER. Nitel will then determine, in coordination with the customer, the best way to implement the CCR. After scope definition, the service Intervals below will apply:
 - i. Device Configuration Change (DCC) – consists of a CCR by Customer to make a configuration change to the PDU or cloud portal. Our objective is to complete a DCC within 24 business hours after approval of the request.
 - ii. Emergency Device Configuration Change (EDCC) – consists of a CCR by Customer to facilitate urgent, corrective action related to a production impacting issue or security request. Our objective is to complete an EDCC within 4 business hours after approval of the request.
 - iii. Project-Oriented Request (POR) – consists of a CCR by Customer to make changes that are of inordinate complexity or “out of scope” and often require

additional resources or sufficient time to coordinate, plan, and implement. If Customer initiates such a Project, Customer agrees to work in good faith with Nitel to develop a scope of work and implementation plan which will be documented in a Nitel Service Order Form describing the scope of the work to be performed by Nitel and the related costs.

- iv. Nitel reserves the right to bill Customer for an excessive amount of change requests at standard Nitel Professional Services hourly rates.
6. Customer Visibility and Reporting: Nitel provides Customer with access to MyNitel for service tracking, viewing of invoices, and creating and managing support tickets. Within MyNitel, there is a link to the cloud portal for Customer use to reboot their devices.
 7. Unplugging of Devices: Customer must take proper care to prevent on site personnel from unplugging Nitel managed devices from the PDUs. In the event Customer unplugs a Nitel managed device from the PDU resulting in a service interruption, Customer agrees to pay Nitel for all hours incurred and any dispatches needed in completing service restoration at an amount of \$250 per hour and \$500/dispatch.