

## Professional Services

Maximize your network and service potential and put your subscribers first. Actelis can help you plan, integrate, optimize, upgrade and manage your networks and services. With our professional service portfolio you'll be able to access the innovation and quality that our experts bring to networks around the world.

Actelis Networks offers a complete range of Professional Service programs to help you accelerate time to value with a fully optimized and profitable network. We work with you to put the right resources, expertise and tools in place for successful implementation of Actelis solutions and network performance that meets your needs and expectations.

### Planning and Installation Services

Actelis expert networking professionals will combine their understanding of your network needs with experience gained from hundreds of implementations to ensure that your site is architected, developed and configured in line with today's best practices.

### Network Planning and Design Service

This offering is designed to provide pre-sales consulting services on a defined project basis. A highly skilled Actelis Systems Engineer will work with you to conduct a preliminary needs analysis and determine network design, product selection, and the benchmarking of proposed solutions.

Our Systems Engineers will collaborate with your team to execute comprehensive installation planning in advance of your scheduled deployment. A mutually agreed Statement of Work will document, incorporate a review of your current network design and site readiness. Also included is an Installation

Project Plan outlining the activities to be completed within the agreed timeline.

Key benefits of utilizing this service include:

- Mitigating risk by verifying that:
  - i. Actelis products (hardware and software) are compatible with the your existing network infrastructure
  - ii. Your network will be designed to maximize the desired bandwidth and performance
- Maximizing your investment by leveraging Actelis expertise to put the right solution in place efficiently and effectively
- Obtaining a complete set of documentation related to equipment and site specific configurations

### Actelis Installation Services

Actelis does not currently provide Installation Services but can provide a list of Actelis certified EF&I partners to comply with industry best practices.

### Remote Installation Assistance

Remote Installation Assistance is designed to supplement your in-house capabilities during initial installation of Actelis products by providing technical support via telephone. Prior to scheduling a mutually convenient installation date and time, you will be asked to complete a Site Survey Questionnaire. A detailed review of the questionnaire provides our TAC with the information necessary to ensure all equipment and resources are available for successful installation.

## Customer Project Management Implementation Service

Customer Project Management Implementation Service is designed to augment your in-house technical personnel for a defined period of time while your staff acquires the necessary competency to efficiently install and maintain Actelis equipment.

With this service you receive expert consultation and management of the installation project by an assigned Actelis Systems Engineer during the term of the implementation. In addition to the management of the installation project, the assigned Systems Engineer will build your team's knowledge by providing a customized product specific training course including product configuration, installation, and day-to-day operation and fault isolation techniques. This service is limited to Actelis manufactured products.

## Contacting Actelis Networks Technical Support

Please contact Actelis Networks Technical Support at one of the following numbers:

- Belgium: (0) 800 71180
- Denmark: (0) 800 887 771
- Netherlands: (0) 800 022 5982
- United Kingdom: (0) 800 917 9049
- USA Toll Free: +1.866.638.2544
- USA Local: +1.510.545.1071
- Email: [techsupport@actelis.com](mailto:techsupport@actelis.com)

For all other inquiries, please call:

+1 866 ACTELIS (+1 866 228 3547) or

+1 510 545 1045