



## **Client Name**

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**Wavelink**

**Remote Support - General**

**Version 1.0**

**January 20, 2009**

## Revision History

Date	Version	Description	Author
01/20/09	1.0	Revision Begin	Don Osburn

## 1 Overview

Client Name (Client) has engaged Wavelink to perform remote wireless network consulting services focusing specifically on assisting Client with the installation and use of Wavelink's applications. Wavelink will provide interactive remote support services, via an internet web meeting system, for the Wavelink software application(s). Wavelink certified personnel will provide remote, (via internet meeting), assistance on basic installation and configuration of Wavelink software in the Client's environment.

## 2 Scope

A Wavelink certified consultant will spend up to four (4) hours providing real-time, interactive remote assistance, on the installation and use of Wavelink applications with Client, via an internet web meeting system. Four hours of remote support can be split into multiple sessions to provide greater flexibility, and maximize use of time.<sup>1</sup>

The Consultant will demonstrate the installation, configuration, and operation of Wavelink's applications in the Client's environment via internet web meeting.

Remote support is available for any of Wavelink's products including

- Avalanche (Mobile Devices and/or Infrastructure)
- Speakeasy voice products
- Studio
- Terminal Emulation / Industrial Browser

## 3 Assumptions

- Client will provide their own servers, laptops, handheld devices, etc., for any systems they want to load software on.
- Client will provide remote internet access, (via webex, gotomeeting, etc), for training sessions. If Client wishes Consultant to remotely operate Client servers, etc, Client must allow remote administration access to Consultant during support session.
- Client will provide a point of contact for the duration of the project
- All support sessions will be performed during normal business hours
- Price and delivery quoted herein are valid for a period of 30 days from the date of this quotation

*NOTE: Any items not listed here are considered out of scope for this project; the addition of out of scope items to the Project Scope will not be made without prior approval and authorization from Client and will be handled through Change Requests or as separate SOWs.*

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<sup>1</sup> All four hours of remote support must be consumed during one business day.



## 4 Summary and Cost

The overall goal of the project will be to provide a half day of internet-based remote support for Wavelink's applications in the Client's unique operating environment.

### 4.1 Project Timing

This project can typically be staffed within one to two weeks of customer acceptance.

### 4.2 Cost

There are no travel or expense fees for remote support.

Description	Price	Quantity	UOM	Extended
AMC Custom Onsite Training	\$1,025	4	Hours <sup>2</sup>	\$1,025

### 4.3 Payment Terms

All invoices are due and payable within **30** days of receipt by Client .<sup>3</sup>

## 5 Authorization

By signing this document, Client Name and Wavelink Corp. agree to the terms of the Statement of Work described herein.

#### Client Name

Printed: \_\_\_\_\_

Signed: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

#### Vendor Name

Printed: \_\_\_\_\_

Signed: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

<sup>2</sup> Four (4) hours remote support to be completed in one eight (8) hour business day

<sup>3</sup> Onsite professional service support is also available from Wavelink. Additional fees will apply. Please contact Wavelink Sales for information on onsite professional service support.