

SOLID NETWORK OPERATIONS CENTER DAS MONITORING AND SUPPORT



Ensuring your wireless system is properly maintained and performs at its very best.

The installation and commissioning of your DAS systems is just part of the job. Ensuring the continuing operation and health of your investment is imperative. Utilizing the SOLiD DAS Management System (DMS), SOLiD's Network Operations Center (NOC) can maintain your system with a variety of monitoring and support services.

Our support packages include monitoring, remote problem correction, replacements parts, on-site repairs and other important features. Based upon the support package selected by the customer, response and spare parts delivery can be tailored to match the critical level the wireless system supports to the most effective cost.

Most importantly, SOLiD's NOC services ensure wireless experts can monitor the system 24x7x365. Our programs ensure your wireless system is up-to-date, maintained in the best possible condition, and that any problem is quickly found and resolved.

Let us show you how SOLiD can make the ownership and operation of your wireless system simple and cost-effective.

SOLID
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SOLiD DAS Monitoring System:

SOLiD's DAS Management System (DMS) provides an enterprise level interface point between your DAS and the SOLiD Network Operations Center (NOC). The DMS gathers vital system information and alarm data from the DAS network and transmits to the NOC facility for monitoring.

The DMS continually conducts comprehensive DAS system health checks. Changes in status and alarm detection are reported in real-time. And SOLiD's DAS management and configuration software can be used to view and adjust critical device settings either remotely or on the local network, all keeping downtime to a minimum and ensuring your SOLiD system remains reliable.

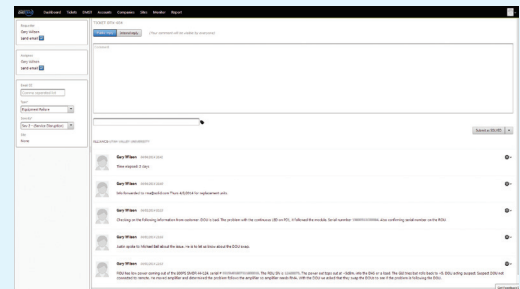


SOLiD DAS Management System connects with the SOLiD BIU through Ethernet.

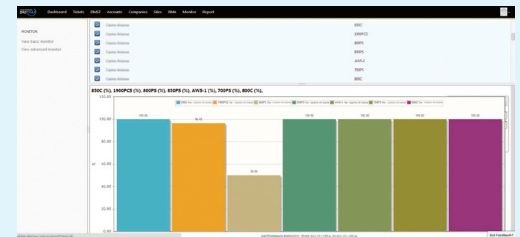
SOLiD Maintenance and Monitoring Programs:

	SILVER PLAN	GOLD PLAN	PLATINUM PLAN
24 x 7 Monitoring	■	■	■
Maximum Response Time*	Next Day	2 hours	1 hour
E-Mail Support	■	■	■
Telephone Support	8-8 M-F	8-8 M-F	8-8 M-F
Hardware Repair/Replace**	■	■	■
Maximum Parts Replacement Time	3 Days	Next Day	Next Day
Advance Replacement	■	■	■
Functional/Version Upgrades		■	■
Patches/Fixes		■	■
On-Site Support (if required)	T&M	8-8 M-F	24/7
On-Site Resp. Time (Max Severity)	48 hours	Next Day†	8 hours
Quarterly Service Report		■	■
Annual System Test and PM	Extra cost	Extra cost	Extra cost

* Maximum response time to first contact with customer.
 ** Parts repaired or replaced at N/C while under warranty.
 † Next Business Day.



Every device in your network is monitored 24/7. Tickets are created for events recognized by the NOC and customers can access ticket status and history.



Frequency uptime reports can be generated helping to ensure your DAS is working at peak efficiency.

Connect with SOLiD

SOLiD empowers capacity and coverage for cellular, public safety, and Wi-Fi services at large venues and campuses through innovative Distributed Antenna System (DAS) and carrier-grade Optical Network solutions for Small Cell Backhaul and Passive Optical LAN (POL) deployments.

For more information or complete technical specifications, please visit our website or contact us via email or phone.

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