The RUCKUS T&E Service is defined as a short-term customer engagement where assistance/guidance is needed, and there is no defined scope of work with obligated deliverables. It is limited to consulting time, and may include elements of the following.

• Best Practice consulting for Wi-Fi APs, controllers, and analysis/performance applications
• Best Practice consulting for ICX/LAN switches, routers, and associated technologies
• RF Survey guidance or review
• Wired L1-L3 and Wi-Fi implementation guidance
• Integration/Migration guidance
• Special/custom implementation assistance
• Device or application upgrades
• Onsite Technical Support (TAC) troubleshooting and assistance

Service Logistics
• The RUCKUS T&E Service is sold in full 1-day increments (up to 8 hours)
• Remote engagements are sold in complete business days but may be used in 4-hour increments
• Onsite engagements are sold in complete business days and may only be used in full 1-day increments

Limitations & Constraints
• The RUCKUS T&E Service is intended to provide short-term expertise/consulting. Engagements requiring Professional Services to provide a specific set of deliverables or an outcome based on KPIs, must be scoped and quoted separately. The T&E service is not appropriate for these types of projects and deliverables.
• If multiple T&E 1-day instances are purchased, it is assumed that these days will be used contiguously. If this will not be the case, it must be agreed-upon by both the End User and RUCKUS Professional Services prior to the start of the engagement.
• Actual expenses incurred will be billed to the customer.
• This Service is delivered during business hours. If after-hours or weekend service is required, there may be a rate uplift. Intentions for after-hours work must be clearly stated and agreed-upon by both the End User and RUCKUS Professional Services prior to the start of the engagement.
• RUCKUS Pro Services does not provide a time to site guarantee for T&E Services. RUCKUS requires receipt of Purchase Order a minimum of ten (10) business days prior to mobilization.

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