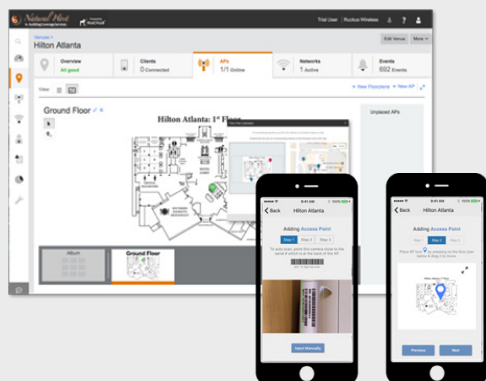


LTE Access Point Management

Cloud Management, Software Updates and Technical Support for LTE Access Points



Overview

CommScope RUCKUS® offers a broad portfolio of CBRS-capable LTE access points. RUCKUS' LTE access points include indoor, outdoor and plug-ins to existing RUCKUS Wi-Fi access points.

LTE Access Point Management is a vital component of RUCKUS' CBRS solution. It provides a cloud-based user interface to manage the LTE access points, plus automatic software updates and technical support for a low fixed annual fee.

HIGHLIGHTS

LTE AP MANAGEMENT PORTAL

LTE AP management offers an easy-to-use interface to configure and manage your LTE access points. It is also a powerful cloud-based platform for day-to-day operations and monitoring of your LTE network.

SOFTWARE UPDATES

We are always making enhancements and adding new features to our CBRS solution. LTE AP Management includes scheduled maintenance releases and major software updates.

TECHNICAL SUPPORT

LTE AP Management includes access to highly qualified RUCKUS support staff. Inbound service requests are routed automatically to a specialized customer support team.

LTE AP MANAGEMENT PORTAL

- Cloud-based for greater scalability and simplicity compared to traditional LTE management systems.
- Simplified deployment with fully automated, self-organizing networking (SON), GPS timing and more.
- Built specifically for unique CBRS requirements such as easily capturing AP coordinates (even indoors!), facilitating SAS service, and enabling sign-off by a certified professional installer (CPI).
- Full FCAPS management capability (fault, configuration, accounting, performance and security).
- Comprehensive Dashboard view with overall network health and performance.
- Venue-based abstraction model ideally suited for in-building deployments.
- Graphical floor plan view with drag-and-drop AP placement
- Integrated Google Maps®
- Alarm viewing, sorting and clearing by severity.
- Key Performance Indicator (KPI) analytics and reports.
- Support for multiple LTE mobile core networks (EPC).

SOFTWARE UPDATES

- Regular software maintenance and enhancements for LTE Access Points and LTE AP Management, for worry-free operation.

TECHNICAL SUPPORT

- 24x7 phone/chat/web technical support
- Premium Access to RUCKUS Support Portal Content and Knowledge Base
- Advance Replacement on CBRS LTE Access Points available as an option to augment warranty replacement

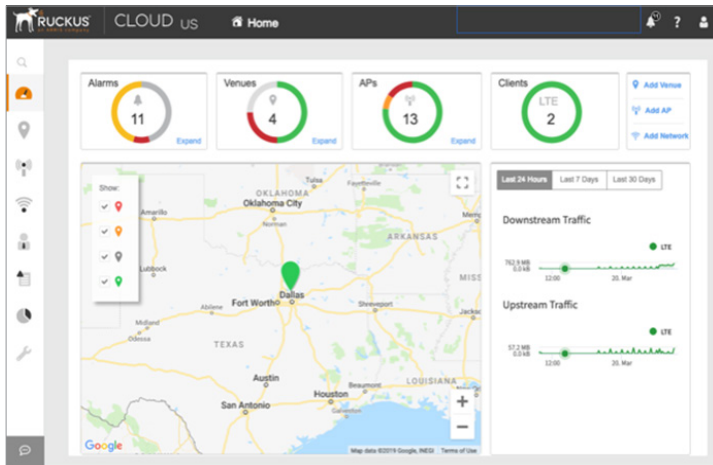
Support Priorities and SLAs	P1 Critical	P2 High	P3 Medium	P4 Low
Priority Description	Network service is down, and business is impacted.	Network or service is impacted but not down. Business impact may be high.	Network or service is moderately impacted but most business remains functional.	Request for information, product documentation, or product enhancements.
Initial Response Time	2 Hours	8 hours	1 business day	1 business day
Customer Update Frequency	Every 4 hours	Every 24 hours	Per specified update frequency	Per specified update frequency

All hours and days are calendar hours and days.

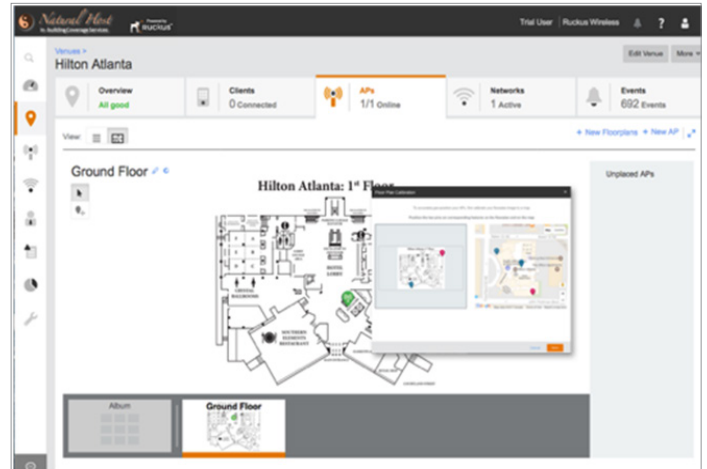
Notifications are fully automated through a CRM system.

LTE ACCESS POINT MANAGEMENT SCREEN SHOTS

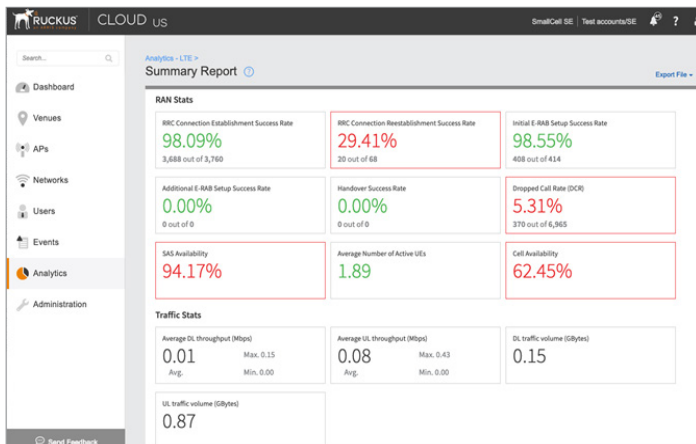
Dashboard



AP Placement in Venue



Summary Report



Plots



ORDERING INFORMATION

Part Number	Description
CLD-RKSC-1001	LTE Access Point Management, 1-year license for 1 AP. Includes cloud management access, software upgrades and technical support
CLD-RKSC-3001	LTE Access Point Management, 3-year license for 1 AP. Includes cloud management access, software upgrades and technical support
CLD-RKSC-5001	LTE Access Point Management, 5-year license for 1 AP. Includes cloud management access, software upgrades and technical support

Part Number for Optional Part Replacement	Description
803-Q410-1000	Advance Replacement, Q410 Access Point, 1 Year
803-Q410-3000	Advance Replacement, Q410 Access Point, 3 Years
803-Q410-5000	Advance Replacement, Q410 Access Point, 5 Years
803-Q710-1000	Advance Replacement, Q710 Access Point, 1 Year
803-Q710-3000	Advance Replacement, Q710 Access Point, 3 Years
803-Q710-5000	Advance Replacement, Q710 Access Point, 5 Years
803-Q910-1000	Advance Replacement, Q910 Access Point, 1 Year
803-Q910-3000	Advance Replacement, Q910 Access Point, 3 Years
803-Q910-5000	Advance Replacement, Q910 Access Point, 5 Years
803-Q950-1000	Advance Replacement, Q950 Access Point, 1 Year
803-Q950-3000	Advance Replacement, Q950 Access Point, 3 Years
803-Q950-5000	Advance Replacement, Q950 Access Point, 5 Years

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