



CommScope Citizens Broadband Radio Service Environmental Sensing Capability System Maintenance



Location:

Various Locations Throughout
the Coastal United States



Business Needs:

24x7 maintenance services to provide
operational integrity and continuity of the
nationwide network of sensors ensuring
operation of the CBRS band.

Customer Challenge

CommScope's ESC network is geographically spread along the coastal areas of the entire United States. Once deployed, CommScope needed to ensure that the system would operate continuously through a structured process of system monitoring, preventative maintenance, rapid deployment for troubleshooting and repair, and warehousing and logistics of equipment and parts.

Customer Profile

CommScope helps design, build and manage wired and wireless networks around the world and has invested in multiple areas of CBRS product development with access points, base station antennas and related RF path equipment, gateways and other solutions. CommScope is a founding member of the OnGo Alliance (formerly the CBRS Alliance). CommScope, in cooperation with Google, developed and operates an Environmental Sensing Capability (ESC) network supporting CBRS operation nationwide.

CommDEX Solution

CommDEX provides 24x7 maintenance services for CommScope's nationwide network deployed along the United States coastline. This includes tower mounted antennas, sensor equipment, ground-based networking electronics and backup power systems. CommDEX also performs installation related services for site additions, which include initial site feasibility walk, antenna, and receiver installation, power configuration, and testing at each of the sites.



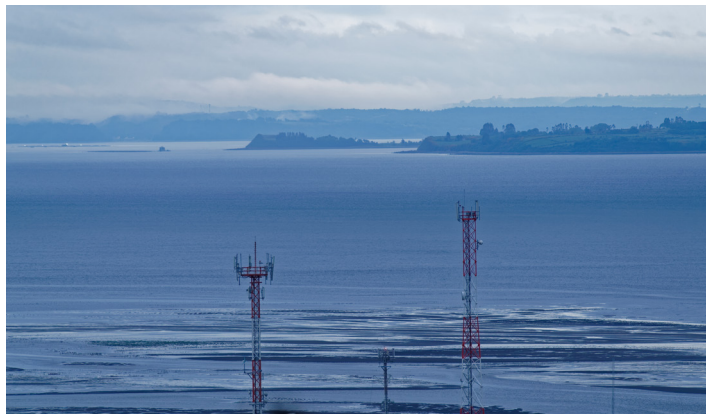
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CommDEX Roles

24x7 Call Center CommDEX provides a Network Operations Center (NOC) that receives the customer maintenance requests and mobilizes technicians for onsite maintenance. CommDEX technicians are dispatched to respond to maintenance requests or "trouble tickets" created by the customers. Technicians are available 24 hours per day, seven days per week, 365 days per year. CommDEX is responsible for monitoring the issue to resolution. After a maintenance request is completed, a report is provided detailing the steps taken to resolve the issue, any equipment replaced, and the final status of the site.



Troubleshooting and Repairs: CommDEX is responsible for mobilizing to the site and restoring site operations or reporting any pending issues (i.e., awaiting spare parts, awaiting backhaul vendor resolution, etc.) to CommScope Support within the Resolution Timeframe. CommDEX Technicians troubleshoot and repair/replace any damaged equipment or inoperable units in accordance with provided maintenance instructions. If an item requires depot-level repairs, technicians package items, and return to customer designed location. We also schedule, coordinate with escort service providers for UPS/rectifier, battery, router equipment as necessary. When repairs are completed, a report is provided detailing the steps taken to resolve the issue, any equipment replaced, and the final status of the site.

Preventive Maintenance: CommDEX also performs annual site visits for the purpose of Preventative Maintenance that is done on a rotating basis without repeating sites. Preventive Maintenance include routine maintenance tasks such as visual inspection of site and equipment, photo documentation, routine equipment testing, etc. to ensure that the site is in good condition and the equipment is working properly.

Warehousing and Logistics: CommDEX maintains an inventory of spares in its warehouse locations across the US so that technicians have ready access to the spares within driving distance of the sites. Technicians pick up these spares when required by the trouble ticket. When the spare used and the existing equipment is sent for a warranty replacement or orders are placed to refresh the inventory.

About CommDEX:

CommDEX provides network solutions to telecommunications service providers and manufacturers for the deployment of telecom networks, facilities and supporting systems. CommDEX specializes in designing and implementing mission critical voice and data networks over Wi-Fi, microwave, land mobile radio and other technologies. CommDEX offers a broad, rich portfolio of proven telecom solutions. Its solutions, services and methodologies have been tested and proven in hundreds of customer environments. Its customer base ranges from state, local and federal customers, to large enterprises and equipment manufacturers.

Connect With Us:



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