



Service Product Description

# Installation Service

NTT Ltd's installation service provides for installation of products at the client location and verification of operation in accordance with manufactures specification. Installation service can be purchased for all products that are purchased from NTT Ltd.

## Standard Installation Service

NTT Ltd will supply a trained engineer on site at the client location to install the products purchased from NTT Ltd. This installation includes the following:

- Unpack equipment, check for shipping damage, and verify model types and quantities received against shipping information.
- Verify that all appropriate documentation is included.
- Mount equipment in appropriate rack or on appropriate surface.
- Install model cards if required (modular chassis only).
- Interconnect equipment as required in accordance with client requirements.
- Connect equipment to power supply and power on equipment.
- Coordinate client acknowledgement/acceptance of any manufacturer supplied licensing terms required at initial start-up.
- Perform manufacturer supplied test criteria to verify equipment operation.
- The following services will be supplied for networking equipment:
  - Connect equipment interface ports to networks.
  - Configure one equipment port (internal or interface port) with network management protocol:
    - Community string(s)
    - Location name and contact
    - Entity name
  - Configure network addresses for network management protocol
    - IP address
    - Subnet mask
    - Default router
    - Boot configuration
    - IP address of management station
  - Load client built and supplied configurations onto equipment
  - Test connectivity through and into the equipment using the TCP/IP PING command.

## Optional Installation Services

NTT Ltd can supply the following additional services for an added fee:

- Labelling of equipment with client provided labels.

## Client responsibilities

Unless otherwise agreed to by NTT Ltd the client is responsible for providing all site preparation which includes but is not limited to the following:

- Appropriate physical access at the installation location for NTT Ltd personnel to install the equipment.
- An appointed client point of contact for on-site NTT Ltd personnel.
- Installation of all site wiring (power and signal, path and lengths).
- Installation of necessary power distribution boxes, conduits, groundings, lightning protection, connectors, and associated hardware.
- Installation of power outlets located within five feet of the equipment to be installed.
- Installation of LAN and telecommunication line outlets within five feet of the equipment to be installed.
- Any building alterations necessary to meet wiring and other site requirements.
- Environmental modifications as required for the supplied equipment (e.g. air conditioning, humidity and clean-room requirements).

- Installation and verification of operation for all equipment not supplied by NTT Ltd, but required for installation of NTT Ltd supplied products (e.g. workstations or transceivers).
- Supply of all configuration parameters for each protocol (e.g.: IP or IPX) to be configured on supplied equipment or equipment port or model, including all necessary addressing requirements of new and existing networks.
- A proper rack or desktop in/on which the equipment will be installed.
- All cable plant and application software testing (e.g.: Novell) for systems not supplied by NTT Ltd.
- Verification of an installation timeframe during in which an existing network can be disrupted (if required).

Notes: All configuration parameters must be supplied to NTT Ltd at least two (2) weeks prior to scheduled installation date.

Client's failure to provide any of the above specified items in correct working operation as of the installation date will delay the installation and increased costs may apply.

## Installation Service Exclusions

Installation Service does not include:

- Cable plant and application software testing (e.g. Novell). NTT Ltd is responsible for physical layer connectivity testing of supplied networking hardware only.
- Configuration of devices not specifically agreed to by NTT Ltd.
- Troubleshooting network problems or bottlenecks on the client's existing network
- Configuration for optimizing and / or securing network devices that are not specifically agreed to by NTT Ltd.