The 7SIGNAL Token Program for Services

A Token of Our Appreciation

*7SIGNAL's Token Program for Services enables customers to purchase and earn tokens that can be applied to many of our professional services. 7SIGNAL tokens are good for 12 months from date they are earned or purchased.

The purchase of tokens can provide up to a 25% discount on professional services listed on the menu, below. Customers can use end of year budget dollars toward valuable needed professional services, but are not able to implement or scope out, today. Tokens can also be used as a way to automatically receive a discount on services that have already been budgeted. As an added bonus, participating in the 7SIGNAL Token Program entitles customers to receive free tokens for performing certain activities. For example:

*1 Token = Value of $1,000 toward services

Activity	Tokens Received
Customer attends a Regional User Group	1
Customer does a press release with 7SIGNAL	1
Customer does a Webinar or Case Study with 7SIGNAL	1
Sign up to become a customer reference	1
Customer acts as a reference for 7SIGNAL (no more than 5 in a 12-month period)	2
Customer renews for 1 Year (60-days prior to current contract expiration)	3
Customer renews for 3 Years (60-days prior to current contract expiration)	4
Customer sends 7SIGNAL a referral that becomes a Mobile Eye or Sapphire Eye customer	5

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7SIGNAL Professional Services Menu

1 Token = $1,000

Service	Service Cost	Tokens Required	You Save
Virtual Engineer Service (20 hours)	$5,000	4	**20% ($,1000)**
Virtual Engineer Service (52 hours)	$10,000	9	**10% ($1,000)**
Virtual Engineer Service (104 hours)	$20,000	18	**10% ($2,000)**
Sapphire Care Reporting Service – Large (50+ Eyes)	$14,999	14	**6.6% ($999)**
Sapphire Care Reporting Service – Medium (20 – 50 Eyes)	$8,999	8.5	**5.5% ($499)**
Sapphire Care Reporting Service – Small (1 – 19 Eyes)	$4,499	4	**11% ($499)**
Optimization Service – Large (50+ Eyes)	$26,999	25	**7.4% ($1,999)**

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1 Token = $1,000

| Service	Service Cost	Tokens Required	You Save
Optimization Service – Medium (20 - 50 Eyes)	$14,999	14	**6.6% ($999)**
Optimization Service – Small (1 - 19 Eyes)	$6,999	6.5	**7.1% ($499)**
Optimization Service – Additional Report	$5,499	5	**9% ($499)**
On-site Consulting (8 hours)	$1,599	1.5	**6.1% ($99)**
Sapphire Training (On-site)	$1,999	1.5	**25% ($499)**
Sapphire Training 2-Day Class (On-site)	$3,999	3.5	**12.5% ($499)**

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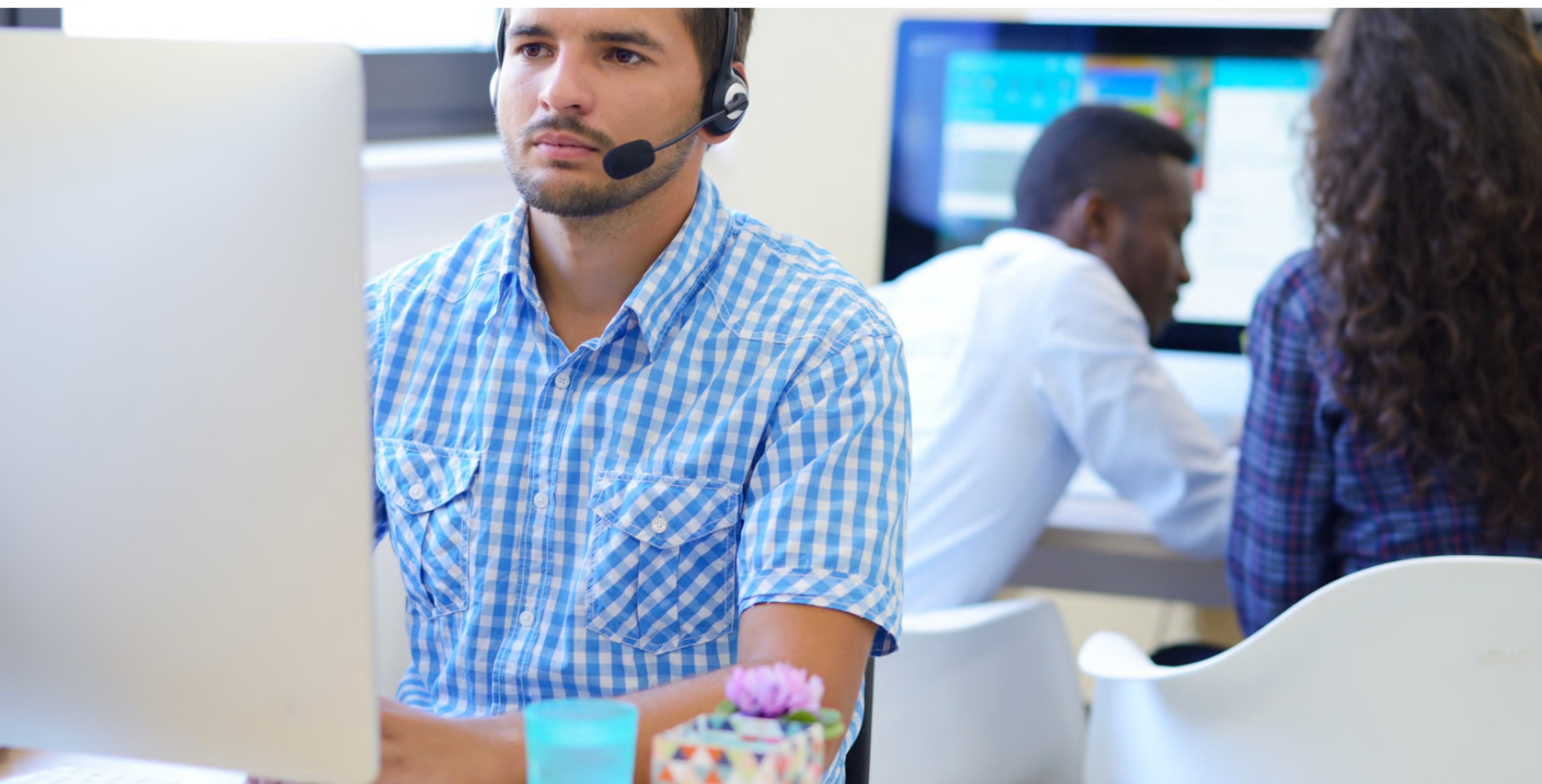
The 7SIGNAL Virtual Engineer Service is designed to deliver customizable virtual wireless network expertise to help you meet your performance and business objectives. With access to 7SIGNAL engineers, our knowledge community, processes, and resources, the resident engineer can assist you in areas such as the design, testing, implementation, training and operational aspects of your 7SIGNAL Wireless Network Monitoring (WNM) platform.

The resident engineer will host recurring virtual meetings as a member of your team to gain knowledge about your requirements, network configurations, and challenges so that they can help you with the support and operation of your wireless network.

The virtual engineer can also help you to avoid common network pitfalls—identifying potential issues and proactively engaging with 7SIGNAL technical and engineering (TAC) resources to provide recommendations to help address unexpected wireless challenges.

A mutually agreed Statement of Work (SOW) will detail the activities to be provided by the resident engineer, which will be based on the following service features and your specific requirements.

SERVICE BENEFITS

- ☑ Help you accelerate time to production with a 7SIGNAL trained and experienced professional

- ☑ Help mitigate your risks and disruptions in wireless IT operations

- ☑ Work with you to help identify and implement solutions designed to help eliminate problems and improve your user experience

- ☑ Help scale up new services and applications over your 7SIGNAL wireless network

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☑ Assist with network troubleshooting and operational support to help in areas such as maximizing network uptime, reducing network operating costs, and accelerating revenue-generating activities

☑ Provide support when completing verification tests on network design, configuration, interoperability, operating features, and functionality to help you achieve a quick and successful deployment

SERVICE FEATURE HIGHLIGHTS

☑ Service and resource planning

☑ Assigned 7SIGNAL product and technology specialist

☑ Engineering activates

SERVICE FEATURES

Feature	Delivery Specifications
Service and resource planning	A 7SIGNAL service specialist will conduct a remote planning and assessment meeting to review your resource needs. A mutually agreed and executed SOW will be jointly developed with you that will specify the details of the services such as: ☑ The planned activities ☑ A list of technical services and/or installation and deployment service activities in scope ☑ The service delivery dates
Assigned 7SIGNAL product and technology specialist	This resource is a 7SIGNAL trained professional with specific technical and business skills in assessing, advising, and supporting customers on the 7SIGNAL Wireless Network Monitoring platform. This resource can help assess availability, security, and performance issues in your wireless networking environment and make recommendations intended to help you reduce risk and improve service levels.

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Engineering activities

7SIGNAL wireless technology activities may include, but not limited to:

- ☑ Provide assistance in network operational support and workflow creation

- ☑ Provide support with executing verification tests on network design, configuration, interoperability, operating features, and functionality

- ☑ Proactively monitor and assess Wi-Fi trouble tickets to identify systemic patterns on your network and help perform root cause analysis

- ☑ Provide technical lead role in design, planning, testing, scaling, and implementation of wireless solutions into your network infrastructure

- ☑ Support you on 7SIGNAL hardware failures

- ☑ Perform analysis of site survey and RF spectrum information to help deploy and troubleshoot access point distribution and tuning

- ☑ Collaborate with your IT engineering team(s) on planning, design, and implementation meetings to define requirements and methodologies for deployment or optimization of the wireless network

- ☑ Collaborate with your IT engineering team(s) to integrate and utilize 7SIGNAL product features and functions to enhance and create new business solutions for your company or to give your users enhanced mobility services

- ☑ Provide informal technical knowledge transfer to your network engineering team

SERVICE ELIGABILITY

To be eligible for the 7SIGNAL Virtual Engineer Service, you must:

- ☑ Purchase the resource services for a minimum period of one (1) year; service delivery will be performed during local business days and hours, excluding holidays, unless stated otherwise in the SOW

- ☑ Execute a mutually agreed SOW in order to receive these services

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CUSTOMER RESPONSIBILITIES

☑ All customer responsibilities will be detailed in the mutually agreed and executed SOW and associated terms and conditions.

☑ These services are not intended to provide or replace underlying warranty and/or support services for 7SIGNAL products.

GENERAL PROVISIONS/OTHER EXCLUSIONS

☑ Any work or activities not specifically detailed in the SOW

☑ Any work or activities occurring outside of local standard business hours will be subject to additional charges and must be agreed in the SOW

Optimization Services

Once your system has been successfully installed, it will immediately begin scanning and testing the environment. Most Wi-Fi networks are not performing optimally, which affects the end-user experience in the form of inconsistent service. This is where 7SIGNAL's professional services can

Optimization Service

An optimization by 7SIGNAL is a multi-phase project offered at an additional cost that typically lasts 3-4 weeks. The project provides systematic, stepwise analysis and recommendations to optimize the wireless network. The project starts with a baseline report to document the current condition of the Wi-Fi network. Based on the condition, 7SIGNAL Wi-Fi engineers suggest changes to the network that you perform. The results of changes are documented in reports. Optimization projects include up to 4 reports, which includes the baseline report.
Based on the scope outlined above, optimization projects are fixed-bid and come in two sizes. Small optimization projects are for single locations with less than 50 Sapphire Eye sensors. Large optimizations are for complex environments, multiple or large facilities with more than 50 Sapphire Eye sensors.

Optimization Process

Data Collection – Service level goals are defined, which determines the key performance indicators (KPIs) to measure, which drives the specific tests to perform for proper baselining.

Analysis – Review of data collected to determine the issues and trends around the KPIs identified that are affecting the end-user experience.

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Recommendations – Based on the above analysis, a detailed list of specific changes to be made within the environment is created to optimize and maximize Wi-Fi network performance.

Deployment – Based on recommendations, a deployment schedule is created with specific actions to be taken. These recommendations are executed by the customer's staff or WLAN service provider. Changes are made deliberately and sequentially to properly measure and verify the effectiveness of each recommendation.

Verification – After each step in the deployment plan there will be a corresponding verification step to ensure the changes have had the desired effect before moving on to the next recommended step in the process.

Sapphire Care

Sapphire Care by 7SIGNAL is an additional service that includes quarterly expert Wi-Fi performance status reports (four per year) and serves as a Wi-Fi network health check. Sapphire Care comes in three sizes, "small" is for systems with less than 20 Sapphire Eye sensors. "Medium" is for systems between 20 and 50 sensors. Sapphire Care for large systems is for customers with more than 50 sensors.

After the optimization project is complete, Sapphire Care offers ongoing support services to ensure the Wi-Fi network continues running that way. As the number of Wi-Fi clients added to the network grows each year, Sapphire continually measures against service level targets you set to assure on- going peak performance. Trends are spotted allowing network, engineers to take a proactive approach to Wi-Fi network management, thereby assuring a quality experience in advance of end-user complaints.

Sapphire Care reports are delivered quarterly and provide proactive, long-term Wi-Fi performance monitoring and recommendations for tuning. The service requires remote access to your system.

On-site training

When we work with you to define your training needs, we:

- ☑ Consult and ask questions
- ☑ Identify needed competencies
- ☑ Review former training delivered
- ☑ Determine performance gaps

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Sapphire Care (continued)

- ☑ Define strategic imperatives
- ☑ Explore organization culture

When we work with you to define your training needs, we:

- ☑ Recommend a training/consulting approach
- ☑ Tailor program agendas
- ☑ Prepare a strategic training plan

When we work with you to manage the delivery, we:

- ☑ Schedule programs
- ☑ Deliver pre-work and the Learning Outcomes Action Plan
- ☑ Communicate facility setup requirements
- ☑ Tailor participant materials
- ☑ Confirm delivery details
- ☑ Deliver programs utilizing adult learning principles

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