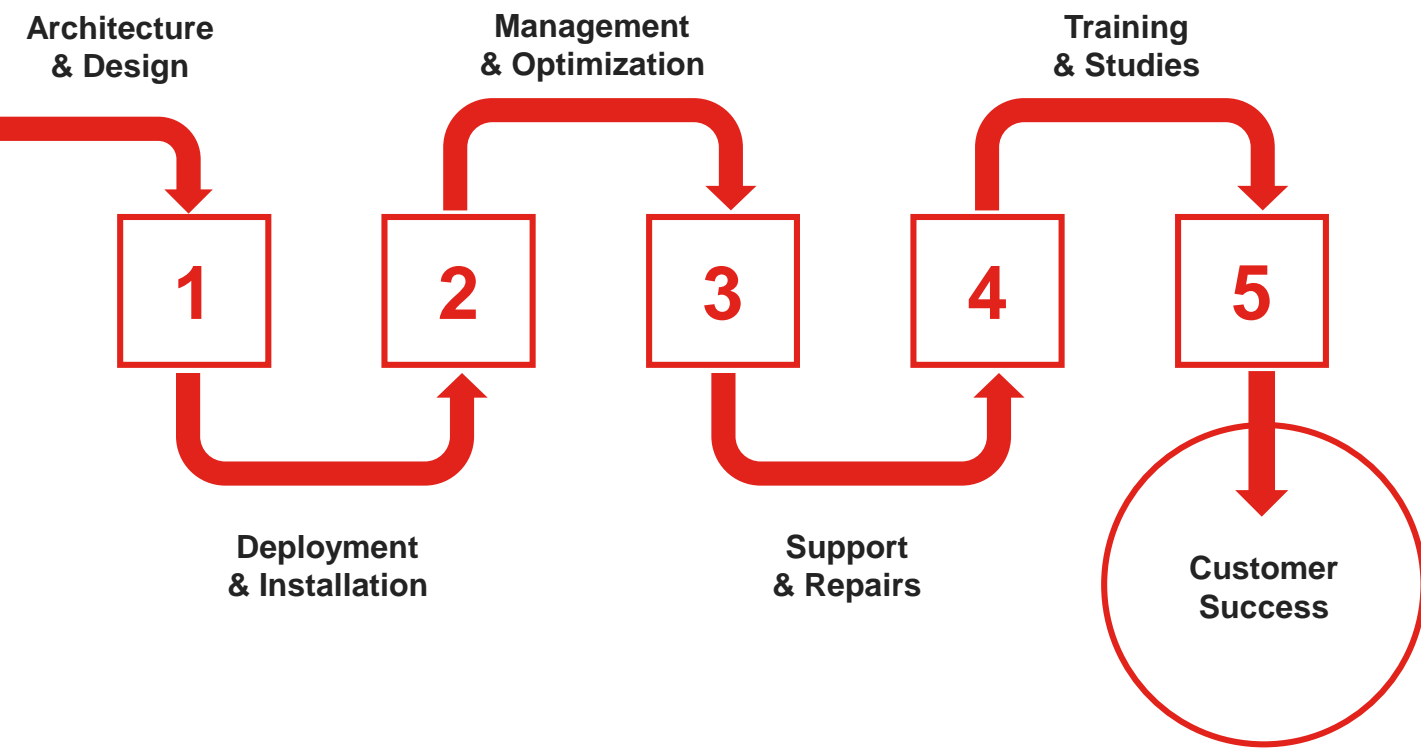**AL Wireless**

PROFESSIONAL SERVICES

Highly advanced end-to-end RF solutions tailored made to meet our clients requirements and goals

Added features and services design to allow our clients with the most efficient and user friendly experience

Customer oriented team – full support and assistance from initiation to the customer satisfaction

Architecture & Design

Management & Optimization

Training & Studies

| 1 | 2 | 3 | 4 | 5 |

Deployment & Installation

Support & Repairs

Customer Success

Consulting Services

AL Wireless' experts provide consulting services in network planning. These experts provide the market best-practices in all that concerns network architectures and configuration.

Network Planning

AL Wireless provides network planning services for new networks and projects, accompanying the client from the project initiation.

Our service assists clients in deploying optimal equipment in the best-practice topologies, reaching cost-effectiveness, high bandwidth and redundant networks.

Network Optimization

We provide consulting services for deployed networks to optimize the network design and architecture. These services allow long term adjustments for our clients' networks, optimizing the equipment used and the network topologies deployed. These create reduced downtime and a high Return on Investment.

Joint Sessions

AL Wireless experts and network professionals perform joint sessions with clients for preliminary planning and design of their network architecture and configurations. These sessions are tailored to suit each unique client and include prior preparations to best plan and design each client's network.

During these sessions the best-practice topologies are explained and demonstrated to the client, including the optimal configurations and utilization of minimal equipment, all improving network performance and cost-effectiveness.

Analysis and Evaluation

We evaluate the requirements of each client, providing personal and specialized care and consultancy. This evaluation serves as a guideline for building an end-to-end solution and services supplied to the client, such as external equipment procurement and transport– all to create a full high quality and cost efficient network solution.
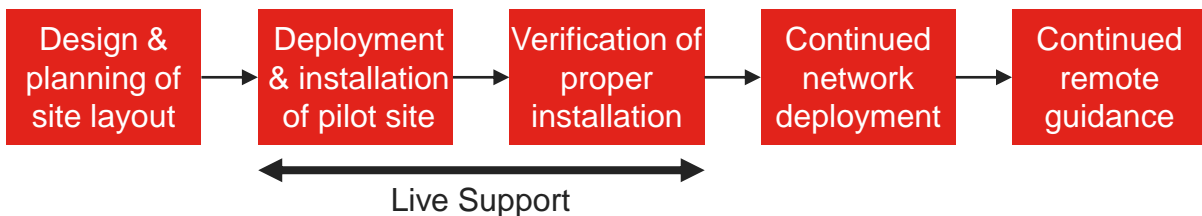
AL Wireless

2

Remote Guidance

AL Wireless' technical team remotely provide the client's on-site personnel with assistance during the deployment of the equipment with guidance and instructions that are critical for the successful design and deployment of a network.

- Site layout planning and evaluation
- Step-by-step deployment, installation and implementation instructions
- Support for connecting the equipment, cables and communications infrastructure
- Live support during installation

AL Wireless remote guidance is provided via telephonic support, e-mails and Skype.

We provide a deployment and installation guidance model for convenient equipment deployment.

AL Wireless Deployment & Installation Model

| Design & planning of site layout | → | Deployment & installation of pilot site | → | Verification of proper installation | → | Continued network deployment | → | Continued remote guidance |

Live Support

Documentation

We provide detailed documentation to accompany the client during deployment.
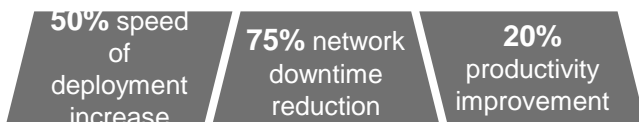
- Best-practice network topologies and configurations
- Network life cycle explanation
- Preliminary testing
- Site evaluation process
- Equipment instalment
- Cables instalment
- Equipment configuration

AL Wireless

Professional Consulting

AL Wireless provides professional consulting in the fields of optimization of network quantitative and data efficiency.

By using network optimization services, we help our clients improve their network for high availability and performance.

Network Optimization Benefits = up to 200% ROI*

| **50%** speed of deployment increase | **75%** network downtime reduction | **20%** productivity improvement |

Source: Forrester

We administer optimization services by utilizing the NMS platform and gaining the best picture of the client's network

Traffic Optimization Services

AL Wireless assists clients in assessing and achieving:

- Optimal network configurations
- Optimal hardware & software
- Optimal network traffic by optimizing self-healing and balancing functionalities

Network Management

We provide network management services that together with our optimization services provide the tools for continuous successful functionality of the network, and efficient operability. This service is provided via the AL Wireless NMS.
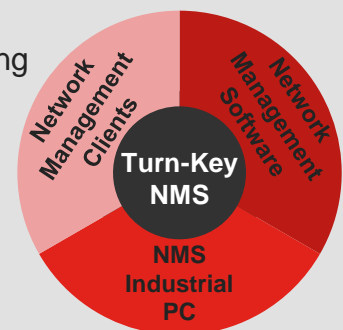
AL Wireless NMS

AL Wireless NMS is a turn-key Network Management System for managing radio link networks. Clients can manage and monitor large comprised networks of ALCOMA RF links, as well as 3rd party SNMP-based devices in the network (switches, routers, multiplexers, etc.).

Network Management Clients

Network Management Software

Turn-Key NMS

NMS Industrial PC

System Highlights

- Unified monitoring
- End-to-end management
- Turn-key HW & SW solution
- User friendly GUI
- Reliable hardware and software
- System redundancy & scalability

Main Features

- FCAPS Support
- SNMPv1, SNMPv2, SNMPv3
- Telnet, SSH and CLI
- HTML and JavaScript Web GUI
- GIS & logical device mapping
- Configurable system reports

AL Wireless

Support Services

Professional tailored support maximizes network functionality, minimizes costs, and simplifies O&M by client's personnel.

We provide direct and timely support to clients via our Remote Support platform that is fulfilled by high technician and engineer availability, and high-quality support via telephonic support, e-mails and Skype.

Pictures, network information and stats, and even videos can be transferred to AL Wireless, emulating hands-on support.

Long-Term Support

Our support services help long-term clients to maintain and optimize their networks over long periods of time, to ensure high availability and reliability.

Additional Support Services

- AL Wireless provides software and firmware updates to all clients
- Support in maintaining the network and the equipment

Certified Partners

AL Wireless' certified partners worldwide provide tailored services and support to clients in each region. These partners are authorized by AL Wireless and can provide hands-on support for our clients.

Contractual Service

AL Wireless offers a special contract for it clients, including faster availability of equipment replacement and shorter time limits for repair, installation and re-installation of equipment.

Repair Services

We provide quick and expert repair and replacement services for client equipment.

Our clients can fill out a simple RMA (Return Merchandise Authorization) to send faulty equipment for repair.

We will repair or replace the equipment as completely detailed in our Trading Terms and warranty.
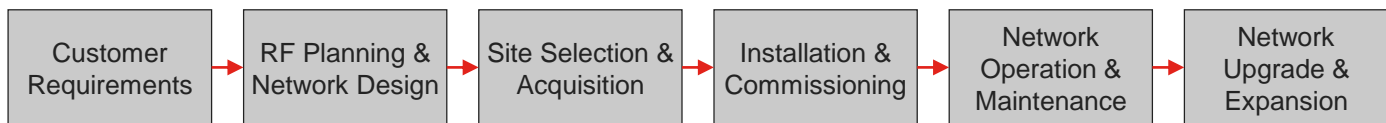
AL Wireless

Made-to-order Documentation

In addition to the basic ALCOMA product line documentations, we publish manuals, procedures and analyses to incorporate our expertise and know-hows. We encourage clients to order system-specific documentation to help introduce AL Wireless products to on-site personnel and executives.

Training Sessions

AL Wireless conducts periodic training sessions, including the industry best-practices, hand-on practice and methodologies overview. We offer tailored courses per client request on the following topics:

- Network Planning and Optimization
- ALCOMA Equipment
- Installation, Configuration and Operation
- Testing and Fault Understanding
- Network Management System

Customer Requirements	→	RF Planning & Network Design	→	Site Selection & Acquisition	→	Installation & Commissioning	→	Network Operation & Maintenance	→	Network Upgrade & Expansion