

VERSION 1.0 – JANUARY 2013

SERVICE DESCRIPTION

SHIPPING AND INSTALLATION SERVICES

TABLE OF CONTENTS

1	Overview.....	2
2	Customer benefits.....	2
3	Deliverables	2
4	Processes	3
4.1	Low Level Design	3
4.2	Staging and pre-configuration	3
4.3	Shipment	3
4.4	On-site installation.	3
4.5	Installation hours	3
4.6	Installation lead time.....	4
4.7	Delivery times	4
4.8	Invoicing	4
5	Customer responsibilities.....	4
5.1	Pre-configuration	4
5.2	Shipment	4
5.3	Installation	4
6	Appendix: Average delivery times.....	5

1 Overview

Vi dens IT Services is a Value Added Reseller (VAR) and Managed Service Provider (MSP) of Ipanema Technologies. The Shipping and Installation of Ipanema equipment ordered by the customer includes three activities:

1. Pre-configuration of Ipanema appliances
 - Gathering configuration information
 - Staging and pre-configuration of appliances
2. Shipment
 - Gathering logistics information
 - Shipping to customer location
3. Installation
 - Videns IT Services can optionally assume responsibility for on-site installation of the Ipanema appliances.

The Shipping and Installation Service has two different service levels (as defined by Ipanema Technologies) for the Customer to choose from:

LS 2: Customer-installed

- Videns IT Services will deliver pre-configured equipment to the customer's locations. Shipment will be according Incoterms DDU (Delivery Duty Unpaid).
- On-site installation will be performed by the customer.

LS 3: Videns-installed

- Pre-configuration, delivery and on-site installation to be performed under Videns IT Services' responsibility. Shipment will be according Incoterms DDU (Delivery Duty Unpaid).

2 Customer benefits

The customer can choose to have the ordered Ipanema equipment pre-configured and shipped to the required location, or to have the equipment optionally installed on-site as well.

3 Deliverables

Videns IT Services will be responsible to:

1. Supply the Ipanema equipment and commercial documents as required by the sales contract;
2. Arrange for export clearance and all export formalities (if required);
3. Arrange and pay all costs for the transportation of the goods up to the named place of destination (Incoterms: DDU);
4. Assume all risk to the goods (loss or damage) up to the point they have been made available to the customer at the named place of destination;

5. Advise the customer that the goods have been delivered to the carrier and the appropriate arrival information;
6. Provide the customer with transport documents that will allow the customer to take possession of the goods at the named place of destination.

4 Processes

4.1 Low Level Design

Pre-configuration and installation of the Ipanema appliances will be based on the information provided in the Low Level Design of the Ipanema ANS system deployment (not included). The Low Level Design can be made by the customer, or by Videns IT Services, in which case it is part of Videns' Project Management and Design Service (see separate service description).

4.2 Staging and pre-configuration

Depending on who has made the Low Level Design, the customer or Videns will provide the information for the pre-configuration of the Ipanema appliances.

Videns IT Services will then be responsible for the staging and pre-configuration of the Ipanema appliances.

4.3 Shipment

Videns IT Services ships the goods to the customer's named location.

The Customer is responsible for customs clearance (if applicable) and local transportation of the goods to the customer site.

4.4 On-site installation.

Process of (optional) installation by Videns IT Services or by a certified Ipanema partner, under Videns IT Services' responsibility, based on the information provided in the Low Level Design:

1. Check if the location has been properly prepared and if the Ipanema appliance has been delivered to the location;
2. Determine if wiring and electrical power is in place for the installation of the Ipanema appliance;
3. Unpack, check and install the Ipanema appliance;
4. Interconnect the Ipanema appliance to the Customer Premise Equipment (CPE), test the appliance and verify that the appliance turns up in the Ipanema central management platform (Salsa).

4.5 Installation hours

- Standard installation pricing is for installation hours between 09:00 and 18:00, Mondays to Fridays;
- + 15% uplift when installation occurs between 18:00 and 22:00;
- + 25% uplift when installation occurs between 22:00 and 09:00;

- + 50% uplift when installation occurs between 08:00 and 20:00 on Saturdays (availability of this option subject to confirmation).

4.6 Installation lead time

- Ten (10) Business Days advance notice is required for on-site installation in areas 1 to 3.
- Installation lead times in areas 4 and 5 to be confirmed upon request.

See the Appendix for area definitions.

4.7 Delivery times

Average delivery times (time required for shipping to the different areas of the world) are provided in the Appendix.

4.8 Invoicing

Unless otherwise agreed, Videns IT Services will invoice the pre-configuration, shipping and installation fees upon delivery of the equipment.

5 Customer responsibilities

5.1 Pre-configuration

If the Low Level Design is not made by Videns IT Services, then the customer will provide the information required for pre-configuration of the Ipanema appliance(s), i.e. main and auxiliary, public and private IP addresses, subnets, interface types and speeds, etc.

5.2 Shipment

If equipment is shipped to locations where customs clearance is required (i.e. non-EU countries), then the customer will be responsible for such clearance, payment of duties and for the transportation to the final destination (customer site).

5.3 Installation

In case of (optional) installation of Ipanema appliances by Videns IT Services, the customer will be responsible to:

- provide and prepare the physical space at the customer location(s) where the appliance(s) will be installed;
- provide cable ducts and wiring for the connection of the appliance(s) if the distance cannot be covered by patch cables;
- provide electrical power for the appliance(s) at the location where the appliance(s) will be installed;
- provide (physical) access to the customer location(s) for the installation of the appliance(s);
- perform any network infrastructure changes that may be required for the appliances to work properly in the customer environment (e.g. IP address ranges, subnets, VLANs, etc.).

6 Appendix: Average delivery times

Area 1	Area 2	Area 3 (simple)	Area 4 (complex)	Area 5 (other)
One to two business days		One week	Contact logistics department	
France	E.U.	Australia	Argentina	Angola
		Bosnia	Algeria	Bella Russia
		Bulgaria	Saudi Arabia	Brazil
		Canada	Bahrain	China
		Croatia	Chile	Indonesia
		Hong-Kong	Egypt	Kazakhstan
		Island	South Korea	Macau
		Japan	UAE	Madagascar
		Macedonia	India	Mauritania
		Montenegro	Israel	Pakistan
		Norway	Ivory Coast	Philippines
		New Zealand	Lebanon	Russia
		Serbia	Malaysia	Ukraine
		Singapore	Morocco	
		South Africa	Mexico	
		Switzerland	Nigeria	
		Taiwan	Senegal	
		USA	Thailand	
			Turkey	
			Tunisia	
			Vietnam	
			Venezuela	