

Standard Cradlepoint Router and NetCloud Management

SOVA Cradlepoint router quotes include the device, NetCloud platform, and SOVA NetCloud Managed services outlined below.

Cradlepoint Routers – Sales and NetCloud Managed Services

- Deployment
 - Delivery to individual locations or customer central distribution location, shipping charges included
 - Router kitting including SIM
 - Customized end-user installation manual
 - Remote installation support including toll-free number and online trouble ticket system

- NetCloud Managed Services
 - Customized alerts
 - Monthly reporting including device health, usage, and customized user defined reports
 - Monitoring router monthly usage and making adjustments to Verizon and other Wireless Carrier data plans to prevent overage billing
 - Managing returns and repurposing routers (Additional charges for repurposing and shipping may apply)
 - Schedule next day replacement of Cradlepoint routers from manufacturer for defective devices during the Cradlepoint warranty period

- General Support
 - Customized portal for order management and tracking
 - Proprietary trouble ticket system
 - Dedicated phone number for inquiries and escalations

SOVA is responsible to perform only the services described in this Statement of Work. Any additional services that are not defined explicitly by this SOW are considered out of scope.

On-Site Installation is not included in this SOW but is available if requested.

This is not a firm offer to provide services by SOVA...please contact your SOVA Representative or sales@sova.com for a formal statement of work and quotation of price.