

ConnectProtect

DAS Monitoring and Maintenance



Don't let your **DAS** investment fall to the wayside due to neglect

Extend the life of your DAS

A DAS is one of the most important assets in today's wireless world. Like any advanced network, technology and machine, regular updates are needed to ensure optimal performance and longevity of your system. Be honest, how long has it been since you've had a system tune up? If you don't utilize a DAS monitoring and maintenance program, chances are, your system hasn't been given a second glance since the initial install.

You may be asking, "What's the big deal?" When these powerful systems are left to run course without regular servicing, it's not uncommon for system failures/breakdowns to occur over time.

Yes, in the long term, your DAS will eventually require upgrades, but do you really want to make that investment any sooner than needed? You can add years to the life of your DAS simply by having routine system servicing in place. Further, a breakdown in your system, even a minor one, can result in loss of critical cellular coverage which can lead to potential breach of wireless carrier SLAs and hefty fines.

That's why we offer ConnectProtect - a comprehensive DAS monitoring, maintenance, repair and upgrade program designed to get the most mileage out of your DAS.

Minimize Risk

Most people don't know something is wrong with their system, or that it is headed in that direction, until a failure occurs. System monitoring and maintenance mitigates this risk. In most cases, costly system breakdowns can be avoided by having visibility into the system's performance, anticipating needed repairs, and scheduling annual maintenance visits and tune-ups.

As a ConnectProtect customer, your DAS is connected to our centralized NOC, which enables remote monitoring of your network. Our real-time notification system identifies and alerts our team of potential threats to your system, enabling us to arrange deployment to your site before you may even be aware that an issue exists.

Further, when faced with a system-failure-causing event, such as a natural disaster, our dedicated response team is by your side to have your DAS fully operational again in no time.



The Extra Mile

In addition to our full-service monitoring and maintenance program, our team will go the extra mile by helping you develop a technology roadmap so you can prepare for and usher in the next generation of technologies like 5G and CBRS. We can provide upgrade recommendations and advise on the latest trends and technology developments applicable to you. We will discuss their potential impact to your system, empowering you to make strategic decisions in line with your business needs and long-term connectivity goals. When you partner with Connectivity, you get a partner for the long-haul.

ConnectProtect Services Breakdown



System Monitoring

24x7x365 DAS monitoring through installation of a business class network router and Internet circuit provided by Connectivity. Our team of experts will configure the router and DAS components to enable major/minor alarm notification (SNMP) and remote connection via a secure, redundant data center.

Our Monitoring Service includes:

- Alarm severity management (minor/major/critical) and commensurate response
- Regular updates regarding break-fix status
- Standard and customized reporting tools



Remote Diagnostics

Upon inquiry or system alarm notification, our team will remotely access your DAS to assess fault levels and begin remote repair. We will analyze current and historical system performance and alarms to isolate the fault and repair remotely when possible. If the system cannot be fixed remotely, we will dispatch a ConnectProtect technician to perform repairs on site.



Response & Repair

Our team is equipped and trained to resolve DAS issues promptly. ConnectProtect technicians are available for on-site troubleshooting and repair as needed. Further, we will work with you to ensure that our response and repair team has the proper credentials to access the site.

Spare hardware components are essential to a response and repair plan

ConnectProtect™ provides hardware spares to ensure timely repairs without delay of procuring replacement parts. Also included with our program is coordination with wireless service providers for replacement or repair of service-provider-owned components.

Ask us about SpareShare - As an alternative to maintaining your stock of on-site spares, we offer customers an affordable option to leverage our shared pool of warehouse-stored spares.



Preventative Maintenance

Our maintenance program focuses on preventing system failures before they occur. Preventing failures means higher system uptime and more productive mobile device users. As a ConnectProtect™ customer, you will receive an annual preventive maintenance service and full assessment report.

Our annual preventive maintenance routine includes:

- Performing general system diagnostics
- Updating firmware on active components, as necessary
- Inspecting and cleaning all active and non-active components
- Verifying that they equipment environment is free from clutter or obstruction
- Testing and repairing any suspect cable/ fiber
- Verifying equipment inventory (spares and operational)
- Recording system performance levels and comparing to baseline levels
- Adjusting system configuration, as necessary

Extend the life of your DAS today with ConnectProtect!



**Your Connectivity
is Our Mission.**

The Connectivity Wireless Difference

Today, basic services include more than electricity, water, and other utilities. In-building wireless systems are a natural extension of the service provider networks. At Connectivity Wireless, we specialize in connecting venues, carriers, and their customers with future-proof connectivity solutions around the United States. We design, engineer, deploy, integrate, operate, and manage systems with a carrier-grade DNA.

With more than 2,700+ projects completed nationwide, Connectivity Wireless delivers next-generation wireless networks to mobile system operator, mobile network operator, and enterprise customers seeking turnkey solutions. Our technology solutions include DAS, small cell, CBRS / private LTE, DRAN, CRAN, Wi-Fi, and public safety systems.

We are in the business of solving complex wireless infrastructure problems. We apply best-practice methodology into all aspects of designing, building and maintaining your system. Our in-house team of experts is uniquely qualified and specially trained to oversee all aspects of the project to ensure simplicity and ease for our customers so that they can bring superior connectivity to theirs.

With a large consortium of talented team members across the U.S., Connectivity Wireless is uniquely positioned with the capability and experience to deliver solutions and services to our customers. As a full-service wireless provider, our in-house team of experts and flexible funding options mark a key differentiation in our solutions compared to other wireless integrators.

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