Proxim Onsite Professional Service

Proxim Wireless On-site Professional Services are for customers who require additional technical assistance or services beyond the scope that can be delivered during remote technical support. Customers can request On-site Professional Services at any time during or following their technical support incidence(s). Each request for On-site Professional Services will be reviewed by Proxim's Technical Services team and upon acceptance, Proxim will work with the Customer to develop and define a scope of work to address the Customer's needs. The cost for On-site Professional Services varies and is dependent on the type of service(s) requested, time required, and complexity of the project. A quotation for On-site Professional Services will typically consist of, but will not be limited to: time & materials required to complete the stated service(s), and travel & accommodation expenses. Upon agreement and acceptance of all terms and conditions between the Customer and Proxim as outlined within the scope of work, a Proxim employee or Proxim authorized representative shall be made available during the time frame defined within the scope of work. Typical on-site services are provided from Monday – Friday, local business hours (8 AM – 5 PM).

Proxim personnel or Proxim authorized representatives shall comply with all Customer or Government imposed security and facility requirements while on Customer premises. Proxim shall not be responsible for delays in performing services due to or caused by an event beyond Proxim's reasonable control, including, without limitation, national emergencies, floods, fires, acts of God, transportation delays, and acts or failures to act by customer. Services beyond those stated in the scope of work will not be provided, unless amendments are approved by Proxim. Customer shall be responsible for any additional costs associated with any amendments made to the original scope of work.

Typical services available:

- Installation assistance
- Installation optimization
- Post installation certification
- Post installation issue(s) troubleshooting

Please consult with Proxim Technical Services team for additional services. For more information on pricing and availability, please contact your Proxim Regional Sales Manager or by emailing channelmarketing@proxim.com

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