

## AIRAVE PRO CONNECT PRODUCT ANNEX

The following terms and conditions in this AIRAVE Pro Connect Product Annex, together with the applicable Sprint In-Building Solutions (f/k/a Custom Network Solutions, Converged Network Solutions or CNS) Agreement or attachment to a Service Agreement (“**In-Building Solutions Agreement**”), govern Sprint’s installation and Customer’s use of the AIRAVE Pro Connect device (“**AIRAVE Pro Connect**”). Capitalized terms not otherwise defined in this annex are as defined in the In-Building Solutions Agreement. All references to “CNS,” “Custom Network Solutions” and/or “Converged Network Solutions” in this AIRAVE Pro Connect Product Annex, the In-Building Solutions Agreement or Customer’s Service Agreement shall be deemed to read instead as “In-Building Solutions.”

**1. AIRAVE Pro Connect Description.** The AIRAVE Pro Connect may be further detailed in the applicable Statement of Work, but generally consists of the equipment necessary for the provision of enhanced radio frequency (“**RF**”) signal throughout a structure. Sprint will deploy an enterprise femtocell—i.e., the AIRAVE Pro Connect—to generate dedicated cellular service to extend the existing Sprint Nationwide Network and Sprint 3G Network macro coverage inside portions of Customer’s Property. The AIRAVE Pro Connect may require ancillary equipment to distribute the RF signal throughout a structure. For purposes of interpreting the In-Building Solutions Agreement, “In-Building Solutions Equipment” includes the AIRAVE Pro Connect and ancillary equipment.

### **2. Installation**

**2.1. Internet Access.** The AIRAVE Pro Connect requires Internet access. The responsibilities for providing the Internet access are set out in the Statement of Work.

**2.2 Customer’s Network.** Customer personnel or its vendors with technical expertise about Customer’s network must be available at installation, and they must have the capability and authority to make changes to Customer’s network necessary for installation.

**2.3 Installation Space.** The AIRAVE Pro Connect requires installation space inside Customer’s Property as set out in the Statement of Work.

**2.4 Access List.** Functionality known as an “access list” may be available for some customers. An access list allows Customer some control over which users may use the AIRAVE Pro Connect. Sprint can assist Customer in setting up the initial access list. Maintenance of the access list is Customer’s responsibility, and Sprint will not be held responsible for its use or misuse.

### **3. Maintenance**

**3.1 Disconnection.** In the event that Customer requires temporary disconnection of the AIRAVE Pro Connect, Customer must contact the Sprint In-Building Solutions Care Group at 1-888-206-3585.

**3.2 Relocation.** Customer—or any other personnel not authorized by Sprint—must not move the AIRAVE Pro Connect. Customer must contact the Sprint In-Building Solutions Care Group, and Sprint will move the AIRAVE Pro Connect for additional cost.

**3.3 Access list.** If required for troubleshooting of the AIRAVE Pro Connect, Customer will either add any technician’s phones to the access list or will provide Sprint with handsets already on the access list for use.

**3.4 Software Maintenance Activities.** At its discretion, Sprint may provide remote software updates to the AIRAVE Pro Connect, and the updates may occur during business hours and will cause brief interruptions to the operation of the AIRAVE Pro Connect.

**3.5 Customer Network Personnel.** Customer personnel or its vendors with technical expertise about Customer’s network must be available for troubleshooting, and they must have the capability and authority to make changes and provide network information necessary for troubleshooting and maintenance.

**4. AIRAVE Pro Connect Software License.** Customer is granted a non-exclusive and non-transferable license or sublicense to use the software, including any related documentation, solely to enable Customer to use the AIRAVE Pro Connect in accordance with and subject to the AirWalk End User License Agreement (“**AirWalk EULA**”), which is available at <http://www.airwalkcom.com/legal/eula.html>. Customer’s obligation to comply with the AirWalk EULA will survive the expiration or termination of the In-Building Solutions Beta Agreement.

**5. AIRAVE Pro Connect and 911 Limitations.** Customer may not be able to make 911 or other emergency calls in the event of an electrical power outage, broadband connection failure, termination of broadband service, the AIRAVE Pro Connect being at capacity, or other service disruptions. The AIRAVE Pro Connect and wireless Devices operate, in part, on radio frequencies that can be subject to interference and other conditions that may limit the connection and the ability to communicate during an emergency. Wireless 911 or Enhanced 911 (“**E911**”) services may be limited outside of Sprint’s wireless network coverage areas. Location-based E911 technology is not available in all areas. Customer and all end users of the AIRAVE Pro Connect should always be prepared to provide emergency personnel precise location and call-back information.