

FirstDMT CPE Interoperability and Onboarding Policy

1. Overview

This document elaborates on the procedures and stipulations applied by FirstDMT in onboarding a new device type/model onto the Axiros solutions. Onboarding of a new device requires standards interoperability testing as well as integration into the Axiros systems.

Interoperability testing is performed to verify device compliance with the TR-069 (CWMP) and other related protocols, as published and amended from time to time, by the Broadband World Forum. These set of protocols form the de-facto standard used for CPE management in the industry today.

2. Purpose

This document aims to clarify the process of onboarding a new device onto the Axiros solution, as well as obligations/rights from the requesting party and FirstDMT.

3. Policy Procedure

3.1 Should the Customer request that New Devices be supported on the provided Axiros solution/architecture, the below terms apply.

- 3.1.1 Requests to onboard New Devices must be logged as IOT support requests on the ticketing system. A complete description is to be provided regarding the intended use or use-case of the particular device.
- 3.1.2 The Service Provider will perform a feasibility study and requirement analysis, which aims to clarify the scope and complexity of the intended solution. The Service Provider can in no way be held accountable for and/or guarantee the successful outcome and/or onboarding of the New Devices, which the Service Provider has deemed, in its sole discretion, to be unfeasible for any reason whatsoever.
 - 3.1.2.1 Should the feasibility study as indicated in clause 3.1.2 above return a positive result and the Service Provider accepts the New Device into the interoperability and onboarding program, the Customer will be required to deliver at least two (2) samples of the Device Under Testing (DUT) to the offices of the Service Provider, the cost and risk of the delivery will be borne solely by the Customer.
 - 3.1.2.2 It is the sole responsibility of the Customer to ensure that the correct, newest, and/or appropriate firmware version is loaded onto the DUT at the time of delivery.
 - 3.1.2.3 Subject to clause 3.1.2.2 above, the Customer acknowledges and agrees to indemnify, defend and hold harmless the Service Provider, if the testing and onboarding of the New Devices is performed on outdated firmware.
 - 3.1.2.3.1 Should the Service Provider be requested to re-test the DUT with another/newer firmware version, the Customer undertakes to reimburse the Service Provider all costs that it has incurred in testing the previously outdated firmware. The payment of the aforementioned costs will be paid

by the Customer in accordance with the Customer credit terms with the Service Provider, or as may be agreed to between the Parties in writing.

- 3.1.2.4 The Service Provider will perform a pre-test that is intended to (i) confirm that all the requirements logged for the New Device are achievable and (ii) assess the complexity of the intended implementation and work required. The Service Provider will, in its sole discretion, determine an outcome based on the aforementioned factors, and should a negative conclusion be reached, the Service Provider reserves the right to terminate the CPE from the onboarding program in its entirety, without any liability and/or responsibility to the Service Provider.
- 3.1.2.5 After the pre-test has been conducted as indicated in clause 3.1.2.4, the Service Provider will issue a quotation to the Customer for the work to be performed in respect to the onboarding of the New Devices, of which the testing and onboarding fee will include:
- 3.1.2.5.1 Initial firmware version testing, generation of 1st test report (with traces), and a 1-hour online consultation with the manufacturer, vendor, and/or reseller;
 - 3.1.2.5.2 Ongoing ticket-based consultation with the manufacturer, vendor, and/or reseller to resolve any failed or outstanding test items;
 - 3.1.2.5.3 A single subsequent corrective firmware version test, 2nd test report, and second 1-hour online consultation with the manufacturer, vendor, and/or reseller;
 - 3.1.2.5.4 The Customer acknowledges that the second firmware version (or “first fix” firmware version) must arrive within a 6 (six) month period after the release of the 1st test report. Should the second firmware version (or “first fix” firmware version) fail to arrive within the aforementioned timeframe, the Customer will forfeit its right to a second firmware test on the DUT and the Customer will initiate a new pre-test request to the Service Provider, such request being subject to an additional invoice being raised by the Service Provider to the Customer.
 - 3.1.2.5.5 Should further subsequent firmware versions be required to achieve the desired firmware quality, the Service Provider reserves the right to issue a new quotation for ongoing testing and/or consultation.
 - 3.1.2.5.6 On achieving the desired firmware quality and/or the firmware supporting the Customer’s functional requirement, the New Devices profile will be set up and integrated into the ACS, including (where applicable):
 - 3.1.2.5.6.1 Device template and parameter integration on AXESS.ACS
 - 3.1.2.5.6.2 Default settings in the form of a policy on AXESS.ACS
 - 3.1.2.5.6.3 API provisioning setup on AXESS.ACS
 - 3.1.2.5.6.4 Support Portal customization on AXESS.ACS.
 - 3.1.2.5.6.5 Additional integration into AXTRACT.
- 3.1.2.6 Customer User Acceptance Testing (UAT):
- 3.1.2.6.1 The Customer is required to perform UAT. The Service Provider will provide the Customer with a test list, which it will use to perform the UAT.

- 3.1.2.6.2 The Customer is allotted two (2) weeks to complete the UAT and to report back to the Service Provider any problems that it may have encountered. In the event that no UAT is performed by the Customer nor is any feedback received from the Customer within the aforementioned period, the onboarding process will be deemed a success. After successful completion of the onboarding process, the Customer will be invoiced as per the quotation issued, as per clause 3.1.2.5.
- 3.1.2.7 It is the Customer's responsibility to ensure punctual and high-quality support is made available from the vendor and/or manufacturer to resolve any potential failed test items. The Service Provider takes no responsibility for successful onboarding of New Devices where:
- 3.1.2.7.1 Support from the applicable vendor and/or manufacturer is not forthcoming, of poor quality, or indicates a lack of understanding for the technology being used; or
- 3.1.2.7.2 The CPE hardware or software has inherent shortcomings that prevent the CPE from achieving the intended functional objective, irrespective of whether this shortcoming was flagged or not by the Service Provider during the pre-test. In this case, the Customer would be billed pro-rata for the work that the Service Provider has already performed, regardless of the fact that the ultimate objective or intended outcome could not be realized.