

## MAINTENANCE & SUPPORT

In the critical moments of an emergency every second counts. That's why your team needs to be focused on the incident at hand - not on technical issues with your deployable. With a Maintenance & Support plan, our team of experienced telecommunications engineers become an extension of your team - simplifying overhead and providing you with reliable coverage when and where you need it most.

### DETAILS:

- 24/7 Network Operations Center (NOC)
- Nationwide Coverage
- Rapid Response Teams
- On-Site Troubleshooting & Repairs
- Minimizes Downtime in the Field
- Ensures Preparedness
- Maximizes the Lifespan of the Deployable
- Allows for Budgeting of Maintenance

#### SILVER PLAN

##### Next Business Day (M-F/8-5)

- Up to 2 Unplanned Service Visits
- 1 Scheduled Annual Maintenance Visit
- 24/7 Phone Support
- Troubleshooting/Repairs
- Critical Spares Onboard
- Includes Travel Time

\$3,999.99/Year

#### GOLD PLAN

##### Next Day (7 Day/8-5)

- Up to 3 Unplanned Service Visits
- 1 Scheduled Annual Maintenance Visit
- 24/7 Phone Support
- Troubleshooting/Repairs
- Critical Spares Onboard
- Includes Travel Time

\$5,049.99/Year

#### PLATINUM PLAN

##### Same Day (24/7/365)

- Up to 3 Unplanned Service Visits
- 1 Scheduled Annual Maintenance Visit
- 24/7 Phone Support
- Troubleshooting/Repairs
- Critical Spares Onboard
- Includes Travel Time

\$7,049.99/Year

## TRAINING PLANS

Operation of the CRD requires a minimum baseline knowledge of the individual components that come with the deployable. Rescue 42 offers an On-Site CRD Training to teach your team the fundamentals required to operate your CRD. The training will be specific to your individual CRD to offer full autonomy to deploy and operate the system in the field.

### OVERVIEW:

- Up to 4 hours at your specified location.
- Training to cover individual systems operation, transporting and storing the CRD, and basic troubleshooting. Training documentation and resources to be provided
- Up to 10 personnel per training

### TRAININGS INCLUDED:

- Loading & Unloading from a Vehicle
- Stabilizing the CRD
- Mast and Antenna Deployment
- Initial Setup
- Satellite Deployment
- Wireless Access and Networking
- Function Test
- Depowering Unit
- Q&A
- Required Maintenance

#### CRD FOR FIRSTNET ON-SITE TRAINING

- Scheduling availability – Two-week standard turnaround
- Service/Support and Training Plans in Hawaii or Alaska must call Rescue 42 for a quote
- Rush training for requests less than 2 weeks out require an additional fee
- Back to back training or training for teams greater than 10 people will require an additional charge

\$4,499.99

### CONTACT US:

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