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# The Verizon Connect Networkfleet Solution

## Installation Program Policy & Procedure

### Effective date

May 1, 2014

### Installation Standards

Verizon Connect and its Certified Installers will only perform installations based on the standards set forth in our Installation Guide for each device we manufacture.

Any requests for installations outside of what is standard will not be supported by this program.

### Installation Cycle Time

The Service Level Agreement for all installation and/or service requests is twenty-one (21) business days from receipt of order, unless the time is extended due to customer acts or omissions. Any extensions or deviations from originally scheduled installation and/or service dates must be communicated or requested via email to [NWFInstalls@verizon.com](mailto:NWFInstalls@verizon.com)

Cycle time is calculated from receipt of order to registration. Verizon Connect provides a Net cycle time, which deducts any time the installation was not in our control.

### Activation

When you purchase installations through Verizon Connect, your device(s) will be activated 24-48 prior to scheduled installation appointment. Orders are assigned twenty-four (24) hours after device (s) have shipped

Verizon Connect will deactivate your device(s) if not scheduled within the twenty-one (21) day cycle time for all non-bundled installation purchases. Post twenty-one (21) days, discretion is used regarding timing of activation/deactivation of device(s) for all non-bundled installation purchases.

**For bundled installation purchases, devices are activated upon shipment. Due to the contract terms for bundled purchases, deactivations are not applicable. Please contact your sales associate for any questions.**

### Scheduling

A Verizon Connect Certified Installer will contact the customer/end use and attempt to schedule the installations and/or service appointment within two (2) business days or receipt of installation and/or Service request.



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Any date specific requests for installations will be taken into consideration and the Verizon Connect Installation Department will do its best to accommodate but cannot guarantee.

- A Verizon Connect Certified Installer will make two (2) documented attempts to schedule an installation and/or service appointment within a seven (7) business day period from receipt of request.
- A Verizon Connect Certified Installer will notify the installation team if end user does not respond to the first two (2) contact attempts or within a maximum of ten (10) business days from receipt of order.
- A Verizon Connect Certified Installer is required to capture the following status information related to attempts to schedule installation and/or service appointments or contact with driver:
  - Customer Name and VIN #
  - Date and Time of contact
  - Method of contact
  - Name of party contacted
  - If contact was made, was message left

Customer should notify appropriate employees that they will be contacted to schedule installation of the Verizon Connect device and advise them to make any necessary schedule allowances to arrive on time.

Installation provider should confirm with Customer that they have received the device(s) and confirm the location, and arrange any special pickup or shipping as necessary.

Installation should be completed within 30-60 minutes per device.

### **Shipping**

If product is to be shipped directly to a Verizon Connect Certified Installer, installer will provide clear points of contact at each of their locations so shipments can be shipped and tracked in a timely manner.

### **Installation Verification/Registration**

All Verizon Connect Certified Installers are required to verify a successful installation utilizing the Verizon Connect Customer Care Center at the time of installation. These incoming calls receive a priority status.

Verification of a successful installation must take place for each vehicle a Verizon Connect device is being installed on. A documented case number will be given for each device verified.

Verizon Connect will register an installed device within twenty-four (24) hours of installation, including weekends and Verizon Connect recognized holidays.

All documentation associated with each installation Verizon Connect assigns to a Certified Installer will be maintained for a period of one (1) year.



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## Certification Requirements

All Verizon Connect Certified Installers are required to pass a series of tests and attend training prior to becoming certified.

All Verizon Connect Certified Installation Companies must maintain the following:

- a. Valid Business License
- b. Comprehensive and General Liability Insurance in the amount of \$3,000,000.00 aggregate
- c. Garage Keeper's Insurance
- d. Employer Liability and Worker's Compensation coverage as required by state law (if applicable)
- e. Motor Vehicle Public Liability Insurance for bodily injury and property damage combined.
- f. All Installers are required to be Verizon Connect Certified and each installer is required to follow Verizon Connect installation directions including providing the customer Point of Contact (POC) with all leave behind information such as driver notifications, Roadside Assistance information, and any other information included with the product. (Unless otherwise specified by customer)

*At no time will a Verizon Connect Certified Installer or one of its partner request, solicit or require a Verizon Connect customer to supply, provide, give, or contribute any monies at the time of installation.*

## Installation Conditions/Environment

The ideal temperature range to perform the installation is between 70°F to 100°F (21°C to 38°C) with a minimum suggested application temperature of 60°F (15°C).

Customer should make reasonable efforts to make vehicles available in lighted locations considered generally safe, such as indoor or sheltered property locations in an area free from rain, snow, and ice.

When logistics require outdoor installations these should be scheduled at times appropriate to avoid heavy precipitation that could damage a Verizon Connect device or vehicle interior.

Temperatures falling below 0°F should be avoided with an optimal suggested temperature range of 60- 100°F.

Installations will not be performed in unsafe conditions. It is up to the individual Certified Installer's discretion as to whether or not it is safe or prudent to perform an installation.

Note: The installation provider reserves the right to reschedule the installation at a new location if they are uncomfortable performing installation for safety reasons.

Verizon Connect will not be held responsible for cycle time accrual due to weather or act of God delays.

## Pricing

Pricing will be billed as outlined in the Customer/Reseller Agreement Fees Schedule.



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## Installation Warranty

Verizon Connect warrants to Customer/VAR/Reseller that for a period of one (1) year (unless Customer/VAR/Reseller has purchased an extended installation warranty) from completion of any installation services that are provided by Verizon Connect, such installation services will be free from defects in workmanship. Verizon Connect warrants to Customer/VAR/Reseller that, for a period following the completion of any extended warranty installation services that are provided by Verizon Connect, which is the greater of: one (1) year; or such time as the Customer/VAR/Reseller has continuously paid for the extended warranty installation service, such extended warranty installation services will be free from defects in workmanship.

### Definitions

Base Installation: Plug/play or 3 wires

Add-on to base installation: Additional ancillary equipment (SSEM, Garmin, etc.) - Added to basic installation price

No Show Fee: Per trip - committed scheduled date that did not show up

Removal: Removal of identified device (s) from ordered vehicle (s)

Transfer: Removal of identified device (s) from specified vehicle(s), and installing same device into a different vehicle

Swap: Removal of identified device from specified vehicle(s), and installing new device into same vehicle

SSEM Installation: Installation price for SSEM when existing sensing mechanism is already present. If you require a Verizon Connect Certified Installer to create a sensing mechanism, this will be billed at an hourly rate

Troubleshoot: Diagnostic services on Verizon Connect identified device(s)

Tampering: Verizon Connect device(s) that is seen as visually damaged, altered or not in conformity of the Verizon Connect Product Installation Guide

