Part Number	Short Description	MSRP
Add-in Major	Add in Major includes additional placement & installation of additional devices such as Printer and Printer Mount and bracket, WWAN Radio and Radio Mount and bracket. Does not include electric work.**	$ 50.00
Add-in Minor	CONTRACT ONLY: Add in Minor includes install of simple GPS receivers (not external antennas), cell phone holders, supplementary clips, docking station lights.**	$ 30.00
Antenna #1	Installation of One Hard Mount External Antenna. Installation of one antenna on designated area of vehicle roof. Includes expert labor, specialized drills and sealants to complete install.**	$ 135.00
Antenna #2	Installation of a Second Hard Mount External Antenna. Installation of a second antenna on designated area of vehicle roof. Includes expert labor, specialized drills and sealants to complete install.**	$ 100.00
Antenna Magnetic Mount	Installation of Magnetic Mount antenna. Includes integration with correct connector on mobile port replicator or MDT or data modem. Also includes tucking wire away.**	$ 31.50
Impeding Equipment-Major	Impeding Equipment Move includes the repositioning of install-inhibiting equipment that requires drilling into some part of the vehicle, or the vehicles pre-existing aftermarket accessories in order to re-mount the equipment in non-impeding position.**	$ 35.00
Impeding Equipment-Minor	Impeding Equipment Move includes the repositioning of install-inhibiting equipment that does not require re-mounting, or, if it requires remounting, does not require drilling.**	$ 14.00
Installation Consumable Parts Kits-NONSTD1	Consumable Parts Kit- NonStandard Vehicle such as a Firetruck, Ambulance, Bus, and Ferry. Every vehicle visit for installation service is subject to a flat fee parts kits cost. This fee includes costs for consumable supplies. Including: 600V Oil & Gas Resistant Wire, Wire Loom, Wire Ties, Bolts, Washers, Drill Bits, Screws, Grommets, Electric connections such as ring terminals, common crimp and splice connectors. *Does not include custom fabrication, brackets, mount hardware, specialty wiring harnesses, power distribution blocks, relays, specialty connectors, etc. Fee is per vehicle installation or service visit. If client elects to use consumable supplies that exceed this budgeted amount, the surplus will be assessed as a separate charge in addition to this.**	$ 40.00
Installation Consumable Parts Kits-STD1	Consumable Parts Kit- Standard Vehicle Every vehicle visit for installation service is subject to a flat fee parts kits cost. This fee includes costs for consumable supplies. Including: 600V Oil & Gas Resistant Wire, Wire Loom, Wire Ties, Bolts, Washers, Drill Bits, Screws, Grommets, Electric connections such as ring terminals, common crimp and splice connectors. *Does not include custom fabrication, brackets, mount hardware, specialty wiring harnesses, power distribution blocks, relays, specialty connectors, etc. Fee is per vehicle installation or service visit. If client elects to use consumable supplies that exceed this budgeted amount, the surplus will be assessed as a separate charge in addition to this.**	$ 28.00
ITC Install - TechServiceCall	USAT Technical Services Onsite Service Call. USAT certified hardware installer services on a per dispatch/per call basis. This is a per visit charge for the truck roll and up to 2 tech hours of onsite services including travel time. Specific duties are to be defined in advance of arrival. Transportation and per diem expenses not included. Consumables used not to exceed 3% of price. Excess materials costs will be billed separately. Time beyond 2 hours will bill at standard hourly rates of $125 per hour in one hour increments.**	QUOTE
ITC Install Custom - TechDay	USAT Communications Equipment Installation Services- USAT certified hardware installer services on a per project basis. This is a one day charge for up to 8 hours of services being completed onsite at a clients location and travelling to the clients location or locations. Specific duties are to be defined in advance of arrival, and are sold in conjunction with onsite Engineering services. Typical tasks include RF radio/modem installation, swap out, or configuration, cable and antenna installation, and IT installation project support. Does not include equipment such as modems, SIMs, cable stock, conduit, or RF connectors. Travel and Per Diem expenses not included.**	$ 1,200.00

ITC Install Custom - TechHalfDay	USAT Vehicle Mount Installation Services- USAT certified hardware installer services on a per project basis. This is a one day charge per technician for 4 hours of onsite services. Specific duties are to be defined in advance of arrival, and are sold in conjunction with onsite Engineering services. Travel and per diem costs not included.	$	700.00
Non-Standard Vehicle Surcharge NSVS	Additional Fee for Non-Standard installs. This fee accomodates the extra labor anticipated for installing into a non-standard vehicle. Price Estimated based on best estimate of conditions necessary for services in non-standard vehicle. Installation may require additional mounting hardware, and/or installation services.**	$	225.00
Router-SE*	Installation of Router or Communication Equipment. Installation of one WWAN Router/modem. Includes home run to vehicle's fuse box for power. Job demands top quality install hardware and running all wires neatly and out of sight where possible, when not possible, exposed wiring is encased in loom or wiretied securely. Installation of USB/ETH/serial cable to MDT, if MDT is being used is also included. Data cable must be purchased separately. No configuration of MDT is included. Does not include installation of antenna(s).**	$	170.00
Wiring Removal	Wiring removal service. Removal of existing antenna and antenna cabling from vehicle in advance of replacement installation.**	$	50.00
DEINSTALL-ANTENNA1	Antenna removal service. Removal of existing antenna and antenna cabling from vehicle in advance of replacement installation. Attempts will be made to preserve the antenna if possible. Note: Successful preservation is not assured and functionality testing not included. Antenna may be reused if requested AND it appears sufficiently intact by the onsite installation supervisor. Service includes mounting a cover cap on exterior antenna mounting hole. Note: water intrusion in the remaining holes is possible. While the installer will attempt to seal the hole effectively, no guarantee is provided.**	$	109.00
DEINSTALL-COMM1	De-Installation of Automatic Vehicle Location or Communication Equipment. De-Installation of one AVL Control Box, Modem, gateway or mobile router. Includes detaching DC power line at source (fuse box or battery) and at shutdown-timer or modem (wire removal not included). Does not include de-installation of antenna(s) or other equipment. Equipment will be removed while attempting to preserve the equipment. Installer cannot be responsible for non-functioning or equipment. New cable harnesses must be procured for re-installation. SKU is only available with installation services provided concurrently.**	$	98.00
Electric#1	Electric Wiring: 1st Device - Connect one device to vehicle's electrical system. Includes expert labor and all std parts & wire to complete install. Typically involves wiring a home run for positive and negative to the vehicles battery system or main fuse block in engine compartment during an install. Includes as necessary: braided cable to ground in engine compartment, conical corrosion resistant terminals and wireline splices, heavy gauge stranded positive cable to inline fuse block, fuse to battery/main fuse block through firewall.**	$	125.00
Electric#2+	Electric Wiring: 2nd & Additional Devices - Connect one additional device to vehicle's electrical system. Requires 1st device install. Includes expert labor and all std parts & wire to complete install.**	$	70.00

DEVPROV+0 (No Support Option)	MSRP = $69 per device. DevProv+0 is a suite of WWAN services designed to reduce your total cost of ownership by providing your Company with provisioning and support services related to your network device. DevProv+0 does not include pre-sale or post-sale support services. Device Provisioning Services Include: • Carrier Configuration & Provisioning of your WWAN Network Device • Device Template Loads (Design not included) • Carrier and Device Asset Report • SIM Integration (if applicable) • Hardware Layer Security Enabled Password (Password Management Not Included) • IP Labeling (if applicable) • Firmware & Post Updates completed pre-deployment • Programming PDF stored on file at USAT Corp. *DevProv+ is required for every device our wireless team interacts with.* **Extensions including Support packages are available for purchase. ** ***USAT Corporation is not responsible for any monthly charges, overage charges, or other charges for services provided by any Cellular Service provider.***	$	69.00
DEVPROV+90	MSRP = $99 per device. DevProv+90 is a suite of WWAN services designed to reduce your total cost of ownership by providing your Company with provisioning and support services related to your network device. The DevProv+90 support window begins from date of invoice and includes: Device Provisioning & 90 Day Device Support: • Carrier Configuration & Provisioning of your WWAN Network Device • Device Template Loads (Design not included) • Carrier and Device Asset Report • SIM Integration (if applicable) • Hardware Layer Security Enabled Password • Antenna Connector Testing (Random Sample) • Carrier and Manufacturer Support & Advocacy Services • IP Labeling (if applicable) • Firmware & Post Updates Completed Pre-deployment • Programming PDF stored on file at USAT Corp 90 Days of Post Provisioning Wireless Device Technical Support Services: • 90 Days of Support for your Wireless Network Device • Live US Based Phone and Email Support • Secure Device Password Management and Password Recall Service (***New as of 2012***) • Device Recovery and Re-programming Services • Online Access to Device Support Cases and RMAs	$	99.00

DEVPROV+1YR	MSRP = $149 per device. DevProv+1YR is a suite of WWAN services designed to reduce your total cost of ownership by providing your Company with provisioning and support services related to your network device. The DevProv+1YR support window begins from date of invoice and includes: Device Provisioning & One Year Device Support: • Carrier Configuration & Provisioning of your WWAN Network Device • Device Template Loads (Design not included) • Carrier and Device Asset Report • SIM Integration (if applicable) • Hardware Layer Security Password Enabled • Antenna Connector Testing (One-to-One) • Password Management Services • Carrier and Manufacturer Advocacy Services • IP Labeling (if applicable) • Firmware & Post Updates completed pre-deployment • Programming PDF stored on file at USAT Corp 365 Days of Post Provisioning Wireless Device Technical Support Services: • 365 Days of Support for your Wireless Network Device • Live US Based Phone and Email Support • Device Recovery and Re-programming Services • Online Access to Device Support Cases and RMAs *DevProv+ is required for every device our wireless team interacts with.* **Extensions beyond the one year timeframe are available for purchase. **	$ 149.00
DEVPROV+3YR	MSRP = $199 per device. Available in Increments of 90 Days, 1 Year, 3 Years, 5 Years. DevProv+3YR is a suite of WWAN services designed to reduce your total cost of ownership by providing your Company with provisioning and support services related to your network device. The DevProv+3YR support window begins from date of invoice and includes: Device Provisioning & Three Year Device Support: • Carrier Configuration & Provisioning of your WWAN Network Device • Device Template Loads (Design not included) • Carrier and Device Asset Report • SIM Integration (if applicable) • Hardware Layer Security Enabled Password: Department of Homeland Security Inspired (***New as of 2012***) • Password Management Services • Antenna Connector Testing (One-to-One) • Carrier and Manufacturer Advocacy Services • IP Labeling (if applicable) • Firmware & Post Updates completed pre-deployment • Programming PDF stored on file at USAT Corp 1095 Days of Post Provisioning Wireless Device Technical Support Services: • 1095 Days of Support for your Wireless Network Device • Live US Based Phone and Email Support • Device Recovery and Re-programming Services • Online Access to Device Support Cases and RMAs *DevProv+ is required for every device our wireless team interacts with.*	$ 199.00

DEVPROV+5YR	DEVPROV+5YR MSRP = $299 per device. DevProv+5YR is a suite of WWAN services designed to reduce your total cost of ownership by providing your Company with provisioning and support services related to your network device. The DevProv+5YR support window begins from date of invoice and includes: Device Provisioning & Five Year Device Support • Carrier Configuration & Provisioning of your WWAN Network Device • Device Template Loads (Design not included) • Carrier and Device Asset Report • SIM Integration (if applicable) • Hardware Layer Security Enabled Password: Department of Homeland Security Inspired (***New as of 2012***) • Password Management Services • Antenna Connector Testing (One-to-One) • Carrier and Manufacturer Advocacy Services • IP Labeling (if applicable) • Firmware & Post Updates completed pre-deployment 1,825 Days of Post Provisioning Wireless Device Technical Support Services: • 1825 Days of Support for your Wireless Network Device • Live US Based Phone and Email Support • Device Recovery and Re-programming Services • Online Access to Device Support Cases and RMAs	$	299.00
DEVPROV-ReProv	MSRP: $40 per device. ***Requires previous purchase of DevProv+ service suite. This a la carte service is for clients who originally purchased DevProv+ suite of services, but have had the service support feature lapse. Device ReProvisioning: • One Time Reprovisioning Service • Carrier Configuration & Provisioning of your WWAN Network Device • Device Template Loads based on Template on file (template redesign not included) • Carrier and Device Asset Report • SIM Integration (if applicable) • Hardware Layer Security Enabled Password • Carrier and Manufacturer Advocacy Services • IP Labeling (if applicable) • Firmware & Post Updates completed pre-deployment • Programming PDF stored on file at USAT Corp *Alternately, client may purchase DevProv+ service support extensions, and enjoy unlimited device reprovisioning during the support period.* **USAT Corporation is not responsible for any monthly charges, overage charges, or other charges for services provided by any Cellular Service provider.** ***Does not include freight costs.***	$	40.00
RMA-ReProv	RMA-ReProv. Re-provisioning of unit under manufacturer's warranty that originally under went USAT's DevProv services.	$	45.00

DEVPROV-ReProv	MSRP: $40 per device. ***Requires previous purchase of DevProv+ service suite. This a la carte service is for clients who originally purchased DevProv+ suite of services, but have had the service support feature lapse. Device ReProvisioning: • One Time Reprovisioning Service • Carrier Configuration & Provisioning of your WWAN Network Device • Device Template Loads based on Template on file (template redesign not included) • Carrier and Device Asset Report • SIM Integration (if applicable) • Hardware Layer Security Enabled Password • Carrier and Manufacturer Advocacy Services • IP Labeling (if applicable) • Firmware & Post Updates completed pre-deployment • Programming PDF stored on file at USAT Corp *Alternately, client may purchase DevProv+ service support extensions, and enjoy unlimited device reprovisioning during the support period.* **USAT Corporation is not responsible for any monthly charges, overage charges, or other charges for services provided by any Cellular Service provider.** ***Does not include freight costs.***	$	40.00
DEVPROV+Advanced 0 (No Support Option)	MSRP = $100 per device. DevProv+ Advanced Services offers advanced configuration services for customers with multi-radio/SIM devices as well as for individual radio devices that require non-template loaded settings loaded. Device(s) will have installed SIM(s), affixed asset tag, and loaded with customer provided templates and/or ANY ADDITIONAL MANUAL SETTINGS SPECIFIC TO YOUR SOLUTION. The device will then be locked down with your designated passwords prior to shipment. Pre-Deployment Device Provisioning Services Include: • Just-In-Time Activations • Device Pairings (Serial Number+IMEI+SIM1+SIM2 (If applicable) • Device Template Loads (Design not included) • Manually written customer provided unique settings applied in addition to/or in place of a template. • Customer must provide manual settings via source material and documents (i.e. GPS/Cloud management, DMNR, ARA, port forwarding tables, etc) • Carrier and Device Asset Report • Integration of up to two SIMs • Hardware Layer Coding of all Customer defined passwords • Standard Asset Tags Affixed • Firmware & Radio Module Updates Pre-Deployment Device QA Tests Completed on Each Unit: • QA Testing Performed • RSSI Test: (RSSI of each device must fall within pre-determined parameters) • GPS Signal Quality Testing (Satellite count must fall within pre-determined parameters) • Carrier Network Authentication verified • Carrier phone number/IP validation • Port Testing (Ports utilized in your template are tested for validation – i.e. ethernet, serial, GPS, USB) Post-Deployment Provisioning Device Technical Support Services: • Warranty Support Only Custom Asset Report provided with shipment. Electronic copy available by request post shipment.	$	100.00

Item	Description	Price
DEVPROV+Advanced 90	MSRP = $120 per device. DevProv+ Advanced Services offers advanced configuration services for customers with multi-radio/SIM devices as well as for individual radio devices that require non-template loaded settings loaded. Device(s) will have installed SIM(s), affixed asset tag, and loaded with customer provided templates and/or ANY ADDITIONAL MANUAL SETTINGS SPECIFIC TO YOUR SOLUTION. The device will then be locked down with your designated passwords prior to shipment. Pre-Deployment Device Provisioning Services Include: • Just-In-Time Activations • Device Pairings (Serial Number+IMEI+SIM1+SIM2 (If applicable) • Device Template Loads (Design not included) • Manually written customer provided unique settings applied in addition to/or in place of a template. • Customer must provide manual settings via source material and documents (i.e. GPS/Cloud management, DMNR, ARA, port forwarding tables, etc) • Carrier and Device Asset Report • Integration of up to two SIMs • Hardware Layer Coding of all Customer defined passwords • Standard Asset Tags Affixed • Firmware & Radio Module Updates Pre-Deployment Device QA Tests Completed on Each Unit: • QA Testing Performed • RSSI Test: (RSSI of each device must fall within pre-determined parameters) • GPS Signal Quality Testing (Satellite count must fall within pre-determined parameters) • Carrier Network Authentication verified • Carrier phone number/IP validation • Port Testing (Ports utilized in your template are tested for validation – i.e. ethernet, serial, GPS, USB) Post-Deployment Provisioning Device Technical Support Services: • Warranty Support for your Wireless Network Device • Live US Based Phone and Email Support • USAT Provided Carrier and Manufacturer Advocacy Services • Online Access to Device Support Cases and RMAs Custom Asset Report provided with shipment. Electronic copy available by request post shipment.	$ 120.00
ENGINEERING- Travel Expenses	Expenses: Travel Expenses for On-Site Engineer which include airfare, and other reasonable per trip travel related expenses. Additional Days will be billed out at a rate of $150 per day to cover lodging & meals. USAT makes every effort to minimize these costs. An audit producing itemized expenses may be requested by the customer for a 10% service charge. The uncontested portion of the bill must be paid in full by the due date. Additional or extraordinary expenses may be incurred by customer request or need and will be billed in addition to this. USAT welcomes the use of the clients transportation or discounts to help defray these costs.	$ 635.00
Engineering-1HOUR	Hourly Engineering Support: USAT Corporation will assign a highly skilled engineering professional to assist your organization in support of your new purchase from USAT. A valid scope of work must be agreed and executed prior to an accurate cost. Installation of your new purchase by a USAT Corporation engineer will provide the maximum operation of your device, configured specifically for your application. If this is an onsite installation, time is billed for time onsite, 4 hour minimum, and travel and per diem expenses are invoiced separately.	$ 295.00
ENGINEERING-ALMS TRAINING-One Session	AirLink Management Service (ALMS) Webinar Training and Feature Consultation. Up to two hours of personalized ALMS consultation, one-on-one, that covers: • How to register & manage your devices • Understanding which ALMS features to use and how to use them • Asset labeling & best practices • Using ALMS for firmware updates • Q&A for best practices CONDUCTED VIA WEBINAR.	$ 450.00
ENGINEERING-FULL DAY	Full Day Engineering Support: USAT Corporation will assign an expert information technology engineering professional to assist your organization for one day. A valid scope of work must be agreed and executed prior to identify assumptions and responsibilities. Support and/or Installation of your purchase by this USAT specialist will ensure the optimal operation of your device, configured specifically for your application. If this is for onsite service, time is billed for time onsite, and travel and per diem expenses are invoiced separately. May be used in half day or full day increments.	$ 2,360.00

ENGINEERING-HALFDAY	Half-Day Engineering Support: USAT Corporation will assign a highly skilled engineering professional to assist your organization in support of your new purchase from USAT for one half day. A valid scope of work must be agreed and executed prior to an accurate cost. Installation of your new purchase by a USAT Corporation engineer will provide the maximum operation of your device, configured specifically for your application. If this is an onsite installation, time is billed for time onsite, and travel and per diem expenses are invoiced separately. Must be used in half day increments.	$	1,180.00
Template Design & Creation-Camera	Custom Camera Template Creation/Design. With our questionnaire based Template Design Service, we provide you with a specific list of key details we need to have our expert wireless engineers create a custom template for use with a specific camera. With this document we create a device specific custom modem template. The custom template is delivered in device specific file format for uploading during device provisioning when sold with our DevProv+Camera suite of services. Note: This service does not include device provisioning. *USAT Corp. is not responsible for overage charges for any reason including but not limited to: incorrect modem settings, incorrect template setup, malfunctioning hardware devices, incorrect account sizing, or device monitoring settings. The customer must independently validate all settings of the camera and any connected equipment. Any usage charges incurred during setup or after deployment are the responsibility of the customer.	$	295.00
Template Design & Creation-MODEM	Custom Modem Template Creation/Design. With our questionnaire based Template Design Service, we provide you with a specific list of key details we need to have our expert wireless engineers create a custom template for use with a specific WWAN modem. With this document we create a device specific custom modem template. The custom template is delivered in modem specific file format for uploading to a specific device or can be utilized for device provisioning with our DevProv+ suite of services. Note that additional Wireless WAN Engineering Services beyond the questionnaire based template are not included. This service does not include device provisioning. *USAT Corp. is not responsible for overage charges for any reason including but not limited to: incorrect modem settings, incorrect template setup, malfunctioning hardware devices, incorrect account sizing, or device monitoring settings. The customer must independently validate all settings of the modem and of connected equipment. Any usage charges incurred during setup or after deployment are the responsibility of the customer.	$	295.00
UrgentProcessing	URGENT ORDER flags this order for RUSH processing. Every attempt is made to expedite the release of product as rapidly as possible in advance of other orders even after business cut-off times. This does not include additional charges for expedited shipping, early AM delivery and other urgent shipping costs, nor does it guarantee same day processing.	$	25.00
DEV-KIT SHIP	Kitting & Shipping Logistics. Includes kitting of hardware, accessories, and paperwork for activated unit to be shipped. Item includes packing/packing materials and transmittal to shipper. Does not include Device Provisioning or shipping costs.	$	15.00
DEV-SIM INSTALL	Installation of SIM into WWAN device at time of sale. SVC-Install SIM (Add-in) does not include price of SIM or any additional services.	$	15.00

DEV-Device Asset Report	USAT will prepare and provide an asset report for procured WWAN gateways/routers and other serialized electronics procured from USAT Corp. Report can be generated in MS Excel, .csv format or in a text file. Fee covers report for up to 250 devices. All devices listed on report must be from same Purchase Order (PO). Devices spanning multiple PO's will incur additional report fees.	$	15.00
DEV-ASSET TAG	Asset Tagging of WWAN modems with printed labels. Printed labels affixed to devices can contain up to 4 fields of information. Information for Asset Tag to be provided by customer.	$	20.00
DEV-ASSET TAG-BARCODE	Barcode Asset Tagging of WWAN modems with printed labels. Printed labels affixed to devices can contain up to two (2) barcoded fields of information. Information for Asset Tag to be defined by customer.	$	20.00
DEV-ASSET TAG-QR CODE	QR Code Asset Tagging of WWAN modems with printed labels. Printed labels affixed to devices can contain up to 10 fields of info. Information for Asset Tag to be defined by customer.	$	20.00
DEV-Firmware	Service item for USAT to update the WWAN device firmware to the latest manufacturer published firmware. Dev-Firmware does not include any other DevProv+ service items.	$	20.00
DEV-Modem Password Management	USAT's Hardware Layer Security Password/Management is a service designed to safeguard the integrity of the device and the information it transmits. By default USAT will enable a harware level security password inspired by Department of Homeland Security standards. Customer also has the option of selecting their own hardware layer security password to each wwan modem. NOTE: Device level security is intended to enhance your security over default settings, however, USAT does not provide any security level assurance.	$	30.00
DEV-NETWORK AUTHENTICATION	Authentication of wireless modem on Carrier network. WWAN Router will be registered and attached to Carrier network prior to shipment. Device to be cross referenced against credentials provided by Customer/Carrier. Notes: In order to perform DEVICE NETWORK AUTHENTICATION service each modem must be active prior to performing authentication update. Device information to be relayed back to Company prior to start of WWAN NETWORK AUTHENTICATION. DEVICE NETWORK AUTHENTICATION is an ala carte service separate from DEV-PROV90/1YR/3YR. Service does not include asset tagging, template loads, firmware updates, post-shipment support or case creation.	$	35.00
HELPDESK-INCIDENT-01	Per Incident Help-Desk Support: USAT Corporation's help desk will work in conjunction with an end user to troubleshoot any device or network anomaly. Support packages are purchased in incidents. Includes re-activation and resets. Packages do not expire. Support is involved through incident close as a single incident.	$	79.00
HELPDESK-INCIDENT-10 Pack	10 Incident Help-Desk Package, No Expiration. USAT Corporation's help desk will work in conjunction with an end user to troubleshoot any device or network anomaly. Support packages are purchased in incidents. Includes Re-Activation and Resets. Packages do not expire.	$	690.00
HELPDESK-INCIDENT-25 PACK	25 Incident Help-Desk Package, No Expiration. USAT Corporation's help desk will work in conjunction with an end user to troubleshoot any device or network anomaly. Support packages are purchased in incidents. Includes Re-activation and Re-sets. Packages do not expire.	$	1,500.00
HELPDESK-INCIDENT-50 PACK	50 Incident Help-Desk Package, No Expiration. USAT Corporation's help desk will work in conjunction with an end user to troubleshoot any device or network anomaly. Support packages are purchased in incidents. Includes Re-Activations and Re-sets. Packages do not expire.	$	2,500.00

**Onsite installation based services are only available in the following states:
Alabama, Florida, Tennessee, Georgia, North Carolina, South Carolina, Virginia, and some regions of Texas and Colorado