



Support Service

Metricell Consulting Services

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1 Pricing for Metricell Consulting Services

The Buyer should refer to Metricell's SFIA Rate Card for reference to unit prices based on day rates.

Based on the Buyer's requirements, those rates will form the basis for the pricing for the defined support service.

In addition to the SFIA Rate Card, a range of other Metricell Consulting Services are on offer. Prices for these specialist personnel are listed below.

Price Code	Item Name	Commercial Description	UoM	Qty	Currency	Unit Price (GBP)
CNS001	Team Leader / Principal Radio Planning or Network Optimization Engineer (3G/4G/5G NR/LTE/IoT)	Minimum Order qty 3-man months, shorter project subject to negotiation	Man Day	1	GBP	550
CNS002	Senior Radio Planning Engineer or RAN Optimization Engineer	Minimum Order qty 3-man months, shorter project subject to negotiation	Man Day	1	GBP	400
CNS003	RAN / Core Telecoms Project Manager	Minimum Order qty 3-man months, shorter project subject to negotiation	Man Day	1	GBP	400
CNS004	Telecoms / GIS Data and Business Analyst	Minimum Order qty 3-man months, shorter project subject to negotiation	Man Day	1	GBP	400
CNS005	Radio Planning Engineer or RAN Optimization Engineer	Minimum Order qty 3-man months, shorter project subject to negotiation	Man Day	1	GBP	350
CNS006	Telecoms Test and Survey Technician	Minimum Order qty 1 Week, shorter project subject to negotiation	Man Day	1	GBP	300

2 Service Levels (if Applicable)

Sometimes it is necessary to provide software in support of Metricell's Consulting Services.

Examples of software that may be utilised/required can be found in our Software Service collateral:

- SmartTools Area Improvement and Workflow Manager
- SmartTools Digital Asset Marketplace
- SmartTools Digital Complaint Handling
- SmartTools Geospatial Visualisation in Maps and Dashboards

Should a software service be required in addition to the consultation, then the following SLAs will be applicable based on the Buyer's selection and requirements.

Price Code	Item Name	Commercial Description
SLA001	Bronze Support Level / SLA	Monday to Friday 08:00 to 18.00 GMT/BST (excluding UK public holidays).
SLA002	Silver Support Level / SLA	Monday to Friday 08:00 to 18.00 GMT/BST (excluding UK public holidays).
SLA003	Gold Support Level / SLA	Standard Client Working Week (Up to 50 Hours, excluding UK public holidays).
SLA004	Platinum Support Level / SLA	24/7/365.

Further details can be found within the relevant software listings.

3 Standard Pricing Terms

These are Metricell's standard pricing terms, subject to negotiation with the Buyer.

- All prices in GBP, excluding VAT.
- 30 days' payment terms, invoiced in advance following receipt of Purchase Order.
- Software Terms and Conditions may apply. See Terms and Conditions document.
- Any and all bespoke software IPR (including such contents as the source code, designs and related collateral) created and implemented by Metricell Limited, remains under the ownership of Metricell Limited.

About Metricell

Metricell is on a mission to deliver connectivity. We work with our customers to design, deliver and manage wireless communication networks – with a shared ambition of achieving flawless network experience. We've been responsible for many first-to-market products, and our technology is characterised by the relentless pursuit of automation and digitalisation.

Our geospatial intelligence tools traverse a wide variety of business processes – from Test & Measurement to Customer Experience Management – and we're pioneers in Crowdsourcing and Digital Self Care. Our technology is today in use by a range of customers; thousands of their personnel; and millions of subscribers worldwide.

Find out more at www.metricell.com

