



Network as a Service

Meter offers a full-stack, enterprise-grade network.

What's included:

Meter Hardware:

Firewalls
Switches
Access Points
Power Distribution Units
Complimentary upgrades

Installation and rollout:

Network design
Equipment planning & logistics
Project scheduling
Shipping & logistics
ISP validation
Installation validation
Network validation
Full IT & server room build out
Low-voltage cabling
Project management & coordination
Hardware provisioning & configuration

Support and maintenance:

Automated proactive support
Escalations & SLAs
Email, chat, and phone support
Support & engineering feedback loop

Meter Software:

Network insights

Logs

Network virtualization

Topology

Multi-site management

VLANs

Routing

Firewall

DNS security

Rate limiting

IPSec tunnels

Client VPN

Port forwarding

Captive portal

Network & ISP management:

ISP procurement

ISP installation coordination

ISP contract negotiation & management

Consolidated billing

Automatic ISP failover in case of an ISP outage

Real-time monitoring & alerting to find and fix problems before they disrupt work

Easy to setup and accessible guest networks

Security:

Zero trust architecture, with blocked ingress ports and Inter-VLAN communication by default

Single sign-on

Role-based access control & least-privilege access

Secure tunnel encryption across communication links

Guest isolation with rotating passwords

Bulk security policy updates and enforcement

Secure authentication, including WPA2, WPA3, PMF, and 802.1X support

Rogue AP detection

DNS Security across layer 7

Meter Hardware

Designed in-house. Ready to ship.

Meter Firewalls

Designed for sustained performance, Meter's firewalls are built in house to seamlessly integrate with power, access points, switches, software, operations, and support.



Manufacturer: Meter

Learn more: [Meter Firewalls](#)

Meter Switches

Designed for the largest scale networks and multi-site operations.



Manufacturer: Meter

Learn more: [Meter Switches](#)

Meter Wireless

High-speed indoor and outdoor wireless connectivity. Centrally managed with Meter's unified networking stack.

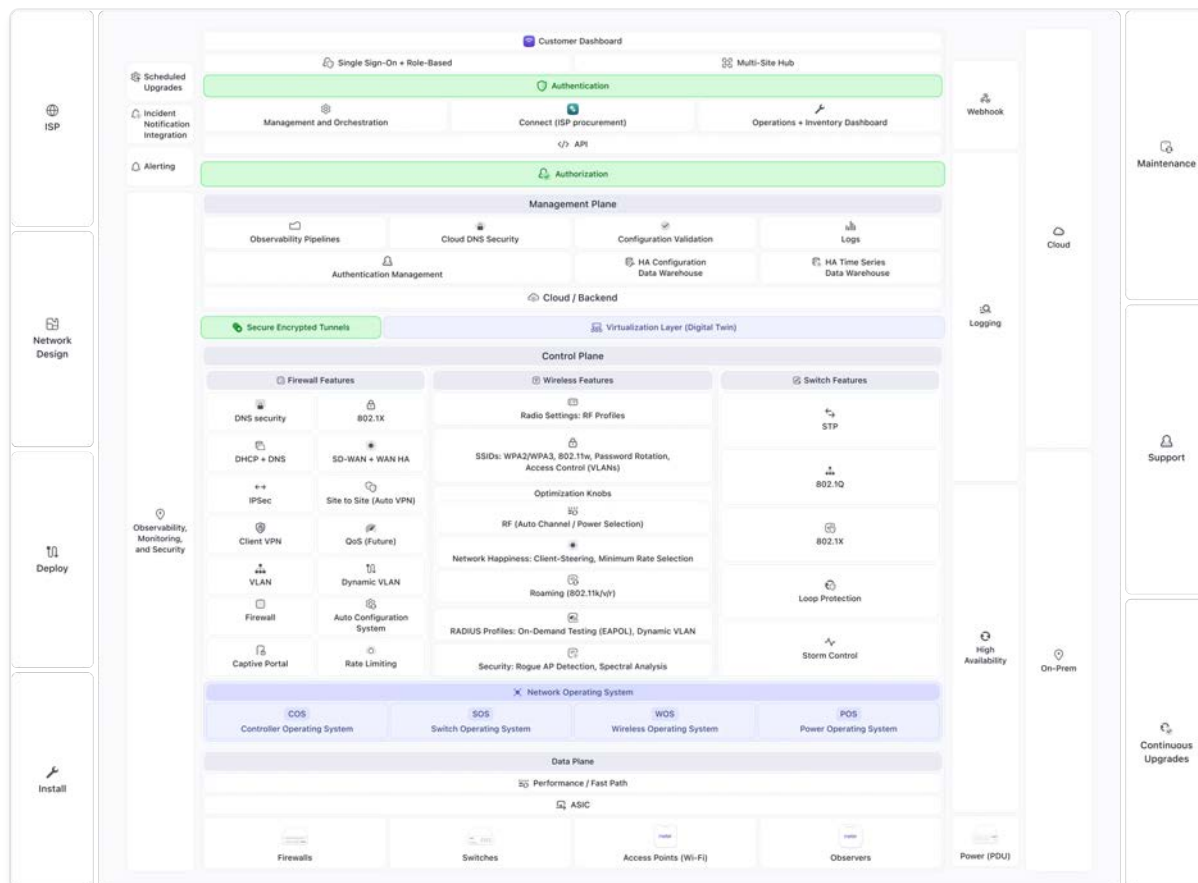


Manufacturer: Meter

Learn more: [Meter Wireless](#)

Platform

Our firmware, operating systems, and security are developed to provide visibility, configurability, and interoperability – enabling customers to proactively develop custom network solutions for their businesses.



Meter Command

Use natural language to operate and generate network dashboards for rapid resolution and configuration.

Show me a utilization chart for @AP02

@

Primary

×

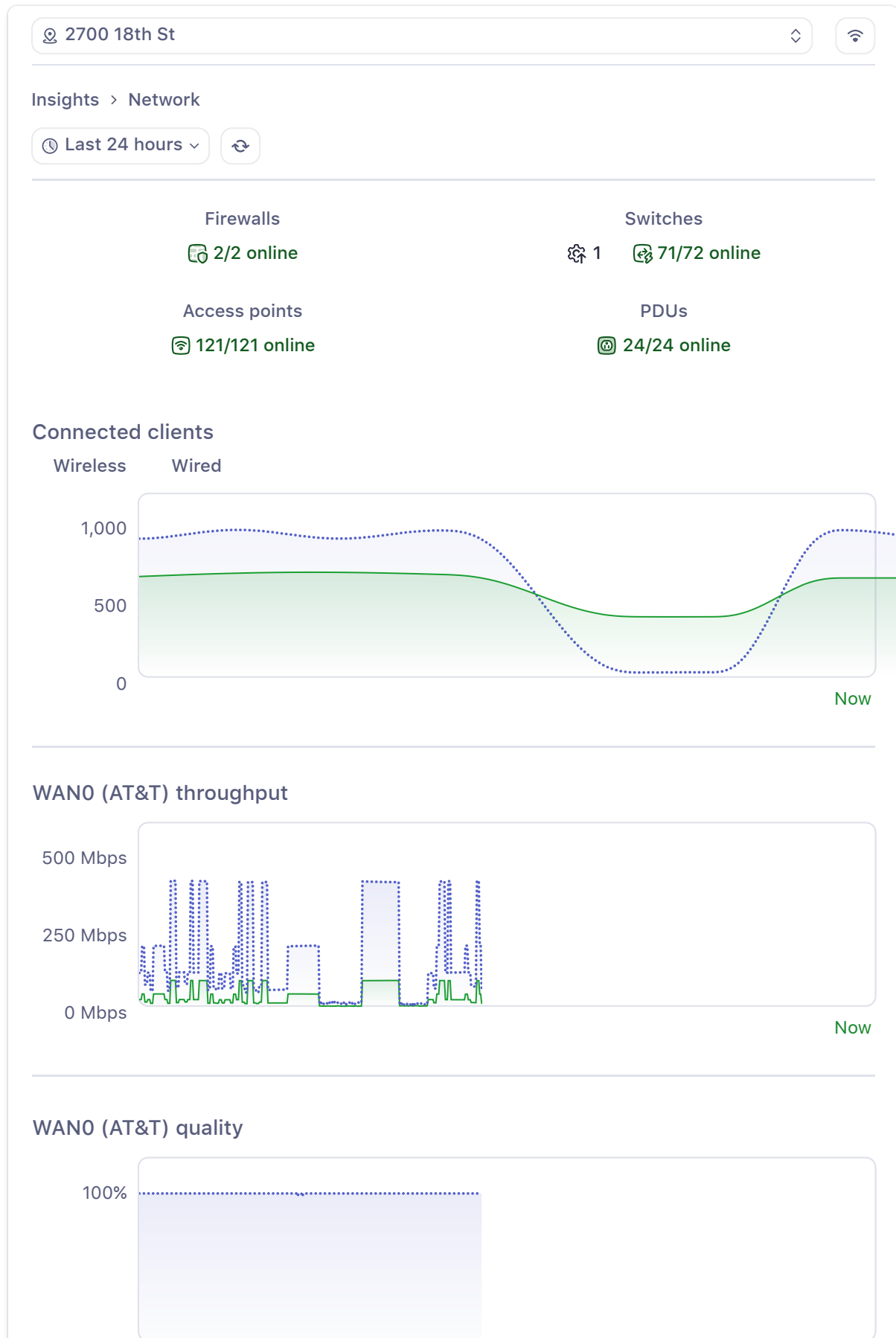
Send

↩

Learn more: [Meter Command](#)

Meter Dashboard

Transform chaos into clarity. With Meter Network, all of your applications are unified in a single, seamless interface.





Operations

Meter provides end-to-end services. From ISP procurement and network design to cabling, hardware installation, and management of your network.

1. Kickoff

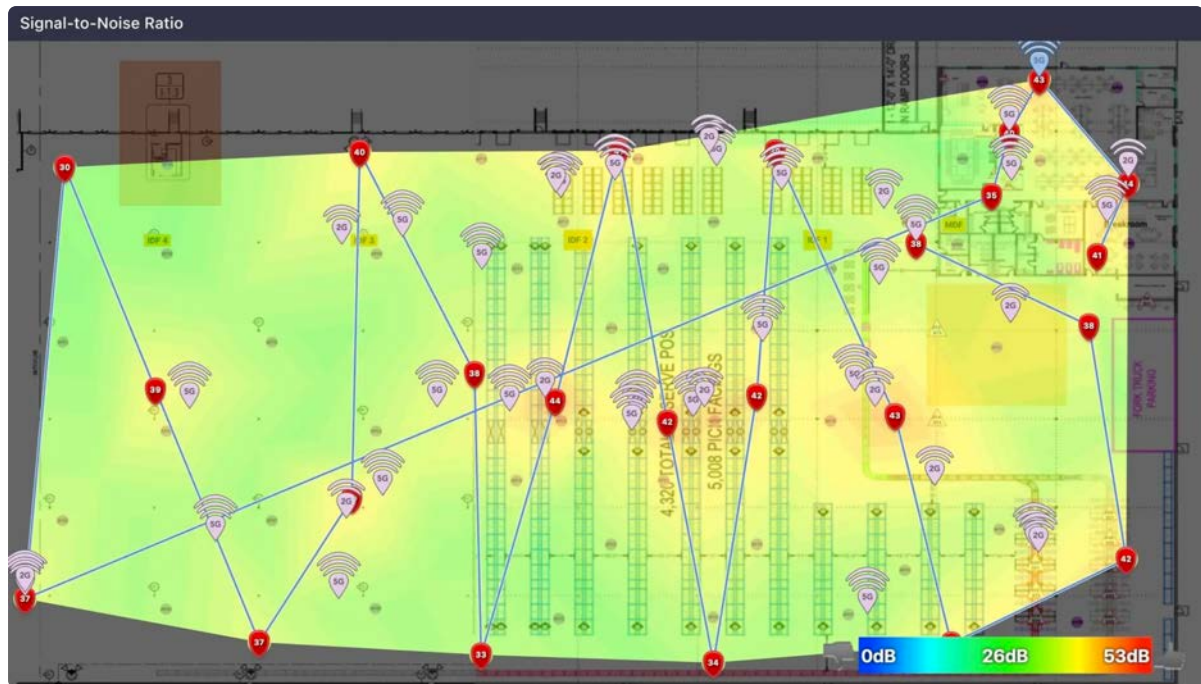
The Meter operations team will meet with you to plan the installation. We will set a call to review logistics and your technical requirements.

2. ISP procurement

Meter can work with your existing ISP or find the best providers to meet your bandwidth needs. We'll negotiate rates on your behalf and handle all ISP customer support for a smooth installation. We are ISP agnostic and partner with every local ISP.

3. Site survey and network design

Meter will perform a site survey to understand the space and existing infrastructure. Our engineers will create network designs to ensure the best performance and reliability.



4. Installation

Option to have Meter run low-voltage cabling and install our hardware, which we will ship on-site in advance.

5. Same-day testing & configuration

Once Meter's hardware is installed, Meter will set up your network same-day and validate it. For a network cut-over, your old equipment will be left in-place until this step is completed.

Support

Meter provides dedicated support 24 hours a day, 7 days a week via email and our ticketing portal at meter.com/support. Think of us as your internal team of networking engineers.

- Meter Firewalls are equipped with LTE for management that allow for remote troubleshooting even when the ISP circuits are unavailable.
- Software updates are pushed at your timing choice (or by default during off hours).
- We have automated network health monitoring in the backend which proactively alerts our support team if a network goes offline regardless of the

time of day. Additionally, when a customer files a ticket through meter.com/support with a critical severity, our full support team gets notified and someone will address the issue ASAP.

- Meter offers a documentation center at docs.meter.com, which allows users to search for and resolve most common issues related to configuration and device settings.

First response SLAs

Issue severity		Response time
 Sev1	Business critical (Network down)	First response within 10 minutes Jump on call or Zoom
 Sev2	Urgent, major functionality (Part of the system is down i.e. a single Access Point)	First response within 20 minutes
 Sev3	A non-critical feature does not work or the product is operating below technical specifications. A reasonable (low impact) workaround is available.	First response within 30 minutes
 Sev4	A minor feature failure which does not impact customer operations. Includes cosmetic defects or an intermittent, possibly self-correcting error.	First response within 60 minutes

Meter provides dedicated support 24 hours a day, 7 days a week via email and our ticketing portal at meter.com/support.

- The Meter support team has alerts that routes up escalation and PagerDuty.
- Exceptions to this are Sev1 (Network Down) scenarios reported through Zendesk.
- The entire Meter Support Team gets pinged via Text Message to alert them.
- Sev1 tickets submitted outside of business hours will be reviewed as soon as possible.

Availability & remedies

Meter's vertically integrated services come with best in class availability that we support with material remedies.

- If Meter's services fail to maintain 99.9% uptime at any of your locations, we will refund 1/30th of that location's monthly fee for each hour it's down, up to 15% of your total monthly fee for that location.
- If Meter's services fail to maintain 99.9% uptime for two consecutive months at half or more of your locations, or for three months in any 12 month period, you can cancel our agreement. If you do, we'll refund any fees you paid in advance for the time left in our agreement.

Security and compliance

Please see meter.com/trust. Specific security and compliance policies available on request.