



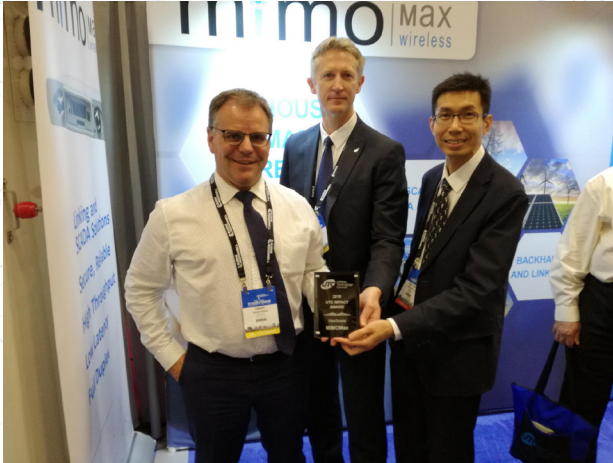
Services

MISSION CRITICAL WIRELESS COMMUNICATIONS

mimomax

The background of the entire page is a complex, light blue network pattern. It consists of numerous small dots (nodes) connected by thin, intersecting lines, creating a web-like or molecular structure that fills the entire frame.

mimomax



Managing Director, David Wade, GM for North America, Paul Reid, and Chief Operating Officer, Kok Heng Loh holding the 2018 UTC Impact Award.

WELCOME TO MIMOMAX

Our team recognizes what can be achieved when we work closely together with our customers to design, deploy and support solutions for mission critical communications. Collaboration is at the core of what we do best – both internally to bring new developments to the fore and externally with our key customers to ensure our solutions continue to meet their evolving communications needs.

From detailed coverage design through to commissioning and onsite or remote support, we offer our customers a range of services designed to streamline the deployment of our solutions. Whenever our customers need support, there is always a friendly Mimomax team member at the end of the phone, willing to help – 24x7x365 days a year. The result of this approach is the creation of effective, durable partnerships with our customers that last well beyond the purchase and shipment of our product.

Our focus on engineering technologically-advanced solutions is only the first part of our customer offering. Our commitment is to make all of your ongoing Mimomax interactions positive. We look forward to welcoming you into our Services customer base soon so you too can experience first-hand our service-centric approach.

David Wade
Managing Director
Mimomax Wireless Ltd



DESIGN

Mimomax has industry-leading, in-house expertise in designing robust, complex radio networks. We have been involved in projects which range from point-to-point LMR backhaul links for public safety organizations through to large scale Field Area Network deployments.

NETWORK AND COVERAGE DESIGN

Our design experience ranges from high availability single point-to-point links through to complex multi-tiered region-wide networks. We can deliver a turnkey design service or follow a work-with approach where we collaborate with customers, utilizing a common design tool.

Detailed network design and coverage modelling is carried out by our in-house team who are experts in their field.

Our Network Design service will:

- Allow for greater levels of frequency re-use and minimization of ducting and interference;
- Ensure co-channel protection with minimal cross boundary and adjacent spectrum issues;
- Include the preparation of GIS data sets required for planning, including Terrain, Clutter and Building layers;
- Provide highly accurate predictions via use of tools such as the CelPlanner suite, EDX Signal Pro, Pathloss 5.1, Radio Mobile and Google Earth.

DRIVE TESTING

Mimomax have significant experience in drive testing, access to all the equipment required for accuracy and a well-utilized methodology.

Desktop modelling is not a replacement for field work and good industry knowledge. While you can make preliminary predictions using desk-based models, it is during site surveys and drive testing that new discoveries may be made which impact your path planning or network design.

DESIGN SERVICES

- **Network & Coverage Design** – detailed modelling to minimize interference.
- **Drive testing** – sweeping the route for noise and interferers for more accurate predictions.
- **Path Planning** – ascertain link feasibility to optimize site locations.
- **Project Engineering** – advanced RF, system and interface experience to ensure optimal network performance.

Our drive testing service will:

- Involve sweeping the route, searching for base line noise and identifying strong interferers;
- Enhance clutter data (i.e. tree heights) to create better accuracy in antenna heights and/or directions;
- Incorporate drive testing data back into the datasets to calibrate prediction models and also positively impact the accuracy of future network expansions.

PATH PLANNING

Our experienced staff can predict the link feasibility prior to deployment in order to optimize site location and equipment used. Our path planning can be implemented during network design or to audit problematic links and extends to advanced planning processes such as Automatic Site Selection and Automatic Frequency Planning/Optimization.

Your Path Planning report includes:

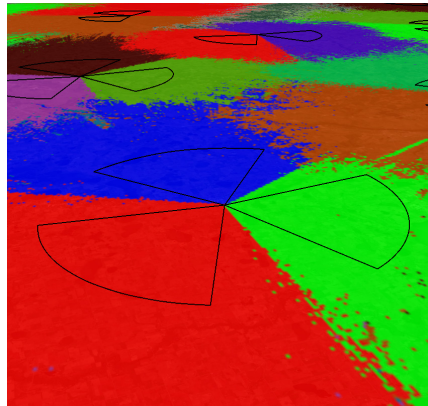
- Path profiles;
- Optimized site locations;
- Recommended antenna models;
- Path Keyhole Markup Language (KML) files for importing into Google Earth.

PROJECT ENGINEERING

We have engineers with advanced RF, system and interface expertise who can diagnose and resolve issues relating to hardware or provide ongoing advice and recommendations during project design and deployment phases.

Combining real world experience with modelling accuracy, our project engineers will provide you with:

- Highly accurate prediction models;
- Recommended network design modification to optimize performance;
- Options and solutions to mitigate issues with coverage.



TESTIMONIAL

“Our radio cutover to the Mimomax system was very smooth. Our field technicians were able to bring over 50 radios online in one day since the links connected right away.”

Kathy Shaft - Great River Energy



CUSTOMER EXPERIENCE

Tightly confined between Verizon's LTE system and FirstNet's proposed public safety broadband network, our customer's narrow slice of 700MHz Upper A block spectrum needed to meet the FCC's specific low-noise requirements. Presenting the double challenge of out-of-band interference and the potential for self-interference, the network design needed to incorporate a robust frequency plan which would allow for greater levels of frequency re-use.

Prior to deployment, Mimomax completed detailed network coverage modeling to ensure that co-channel protection could be achieved via our proposed frequency re-use in conjunction with the high-gain directional antennas utilized at the subscriber ends of the network.



DEPLOY

From assisting with equipment installation through to training your staff on their new Mimomax equipment, our team have the skills and experience to ensure your deployment goes ahead without a hitch.

COMMISSIONING

During the deployment phase of a project, our technicians can come to your sites to set up your initial deployments, offering installation, configuration, optimization and testing services to ensure a smooth rollout of your project.

Our technicians will:

- Check firmware versions and provide recommendations for update;
- Check the radio configuration to ensure the equipment is operating with the feature set best suited to your operational requirements;
- Manage integration with 3rd party products (routers, switches, meters, controllers, antenna sub-systems);
- Measure performance and execute functional tests to ensure system design specifications are met;
- Recommend test equipment to save time investigating and researching;
- Check the equipment can be connected to remotely from any location.

Where applicable, you will be provided with:

- One-on-one training to provide practical orientation with the new equipment;
- Technical note documentation;
- Copy of software and firmware;
- Test sheet documentation and Acceptance Test results;
- Copy of configuration files and templates;
- Remote assistance.

PROJECT MANAGEMENT

Ensuring we execute on our deliverables and align project activities as close as possible with customer expectations, Mimomax can offer a project manager to act as a single point of contact for the project. The Mimomax project manager will work closely with the customer's project manager to ensure smooth execution and progress of the project.

DEPLOY SERVICES

- **Commissioning** – installation, configuration and testing of your new Mimomax equipment.
- **Project Management** – ensuring smooth project progression and deployment - on time and on budget.
- **Training** – gain the in-house knowledge to troubleshoot and diagnose your new radio network.

Our Project Manager will:

- Manage Mimomax specific project activities;
- Attend customer project manager meetings;
- Provide information and follow up questions to keep the project on track;
- Schedule/coordinate customer training as required;
- Attend customer's internal stakeholders meetings, where relevant;
- Act as the customer advocate with our in-house departments at Mimomax internal meetings;
- Perform an (annual) budget review with the customer;
- Run/Attend meetings with Mimomax technical experts to resolve high customer priority issues;
- Manage consequences of any schedule changes, and;
- Ensure your experience of the deployment is positive.

You will be provided with:

- Regular reporting on outstanding action items;
- Reporting of equipment lead times and inventory of product being warehoused for the customer (where applicable);
- An (annual) budget review.

TRAINING

Offering hands-on experience to install, configure and troubleshoot Mimomax products, our training courses provide attendees the knowledge to independently install, diagnose and maintain their Mimomax solutions. Our training programs have been designed to cater for all level of students - from providing an overview of our technology to create familiarity with our suite of products and tools, through to advanced configuration and network management for the more IP savvy members of your team who will be monitoring your network.

Our training will be:

- Tailormade to suit the requirements of your team;
- Carried out by our knowledgeable, experienced trainers;
- Offered at either your premises or our offices in Phoenix, Arizona or Christchurch, New Zealand.



TESTIMONIAL

"Testing was completed to a very high standard and the test report we received contained an excellent amount of information. Timescales were carefully managed throughout the project and the regular communication updates ensured project progress was clearly understood resulting in the project being delivered early."

Sandra Callowhill - Airwave



CUSTOMER EXPERIENCE

With over 100 staff requiring training to work with their new Mimomax network, one of Mimomax's customers engaged the training team at Mimomax to design a training program to run at their premises over a 3-month period.

Offering a range of course lengths from one day to four days and covering topics such as installation and configuration of management tools and Tier 1 & 2 deployment, the training was designed to give in-house teams the expertise to troubleshoot and deploy their new Mimomax network.



SUPPORT

Exceptional service and support is at the heart of our business model. Whether you need 24/7 assistance or would like an in-house Mimomax expert to join your team as you roll out your deployment, our Support engineers are on hand to make your life easier.

24/7 REMOTE SUPPORT

Mimomax provides remote technical support from our offices, based in Phoenix-AZ and Christchurch-NZ, for customers with an active Support Agreement.

Contact can be made with our Technical Support desk for queries, issues or requests using any of the below methods:

- Online portal
- Email
- Phone

As part of this service you will receive:

- 24/7 response to critical or major incidents;
- Business Hours response (Mon-Fri, excluding Public Holidays) to non-critical issues and other requests or queries;
- Trouble shooting with recommended actions, configuration or firmware upgrades;
- System configuration reviews with configuration recommendations provided.

ON-DEMAND LOCAL SUPPORT

Mimomax offers On Demand Local Support as an optional Support Service that can be purchased on top of the standard Remote Technical Support. Should our remote technical team be unable to return your Mimomax network to normal operation, the On Demand Local Support Service can take over.

With this service you will receive:

- A technician/engineer dispatched to your site, to diagnose and restore the radio network, by the end of the next Business Day;
- Troubleshooting reporting, including recommended actions;
- Recommended firmware upgrades.

SUPPORT SERVICES

- **24/7 Remote support** – assistance via our portal, email or phone.
- **On demand local support** – a Mimomax technician dispatched to your site to restore your radio network.
- **Onsite Support** – gain the skills and experience of a Mimomax engineer working onsite alongside your own engineering team.
- **Field Support** – assistance in the field from one of our engineers to install, configure and test equipment throughout the project.

ONSITE SUPPORT

For large deployments and networks, Mimomax can provide engineers to work within your organization alongside your engineers. Assisting with the rollout and/or maintenance of your network, your onsite “Mimomaxer” can provide in-depth understanding of our solution and can help to transfer knowledge to strengthen your in-house expertise or complement your existing in-house Mimomax team.

Your Onsite Mimomax Support Engineer can offer:

- Guidance on improving installation procedures for future rollouts;
- Troubleshooting to enable a better performing radio system;
- System configuration review with a report of recommended actions, configuration or firmware upgrades;
- Feature demonstrations to teach in-house operators how to apply radio features to best suit system requirements;
- Managing integration with third party equipment;
- Software updating to field radios;
- Testing of new/enhanced Mimomax features and functionalities in the lab and field;
- Assistance with scripted configuration of the radio.

FIELD SUPPORT

Mimomax can provide you with a Field Support Engineer who will work on your behalf in the field to install, configure and maintain our equipment through the length of your deployment and beyond. Working in conjunction with your own resources, our Field Support Engineer will be your Mimomax expert in the field.

As part of this service, our Field Support engineer can carry out the following activities for your Mimomax Network:

- Assembly of RF network cables and connectors;
- Labelling and cabling of the installation;
- Radio installation and testing;
- Carrying out firmware upgrades and configurations of Mimomax equipment;
- Testing and evaluation of antennas and feedlines;
- Carrying out RF interference testing;
- Perform network coverage validation testing;
- Provide onsite response for any issues occurring;
- Onsite troubleshooting and providing recommendations for site improvements;
- Provide factory interface to customer to assist with repairs and upgrades;
- Provide maintenance activities as defined and agreed with the customer.

SUPPORT SERVICES

- **Managed Services** - our team can manage the day-to-day activities of your Mimomax network on your behalf.
- **Network Health Monitoring/Check** - remote or onsite login to check network performance.
- **Repair & Reconfiguration** – shipping, repair and reconfiguration of faulty units.
- **Retuning** – preparation of spares for operation in a new location.
- **Warehousing & Logistics** – from storage and inventory through to packing & tracking your shipments.



MANAGED SERVICES

Mimomax are the experts in MiMO technology and its products and services. For customers that want the day-to-day activities and worries of managing their Mimomax solution taken out of their hands, we offer Managed Services.

As part of Managed Services, Mimomax can provide a range of services, including but not limited to:

- 24x7 Network Monitoring;
- Incident, Problem and Change Management;
- Management of Radio Software Upgrades;
- Performance Reporting;
- Network Management (i.e. performance, capacity and coverage optimization);
- Asset Management.

In discussion with the customer, some or all above mentioned services can be provided remotely or at customer's site.

Where the customer has existing contractors for selected activities (i.e. field installation and/or maintenance) Mimomax can work in conjunction with those partners. Alternatively, Mimomax can, where relevant, select preferred partners to deliver the managed service for our customers.

NETWORK HEALTH MONITORING/CHECK

Our engineers are screened to ensure customer security requirements are upheld. As a result, they can securely log in to your network – either remotely or on-site – to check your network performance and ensure network interruption is minimized. From configuration through to environmental factors impacting performance, optimizing your network performance helps to maximize your return on investment.

As part of this service, you will be provided with:

- A regular network health check at a frequency of your choice;
- Comprehensive health reports using data logs from our radios combined with data from your network management tool;
- Customized reporting can also be provided to meet your requirements.

REPAIR & RECONFIGURATION

Mimomax offers a Returned Material Authorization (RMA) Service where any Mimomax equipment needing repair can be returned to a service centre for repair. This service is available to any Mimomax customer and is offered free of charge* for any equipment under warranty.

Our Service department will:

- Arrange shipping of faulty products between the Mimomax office and our manufacturing facility or third-party supplier;
- Acquire parts required for repair;
- Carry out a Root Cause Fault Investigation;
- Repair components and/or carry out board swaps and reassembly if required;
- Perform link test between two units;
- Supply an RMA Report.

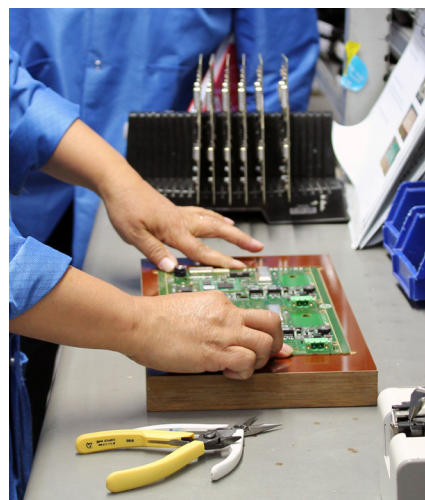
* Conditions Apply



TESTIMONIAL

“Throughout this project, every member of the Mimomax team has been vastly knowledgeable about the products and always eager to answer any questions or help solve individual issues. The result is that they have ensured that Navopache Electric is getting exactly what we need out of their radios.”

Jeremy Hellman - Navopache Electric



RETUNING

If you have spare radios that require re-tuning to begin operating in a new location, you can send them back to our service centre using our RMA Service to have them retuned, ready for your next deployment.

Our service department will:

- Retune Tornado radio duplexers & check output power;
- Carry out duplexer swaps – UHF, 700MHz, 800MHz, 900MHz;
- Calibrate Transmission Power, Frequency and RSSI.

WAREHOUSING & LOGISTICS

Mimomax has a dedicated warehousing and logistics capability in Phoenix in order to support our North American customers with their warehousing needs. Our experts take the load off your technicians and installers by assisting with configuration at the point of pick-up. Equipment is therefore ready for pick-up and plug-and-play installation - this can extend to staging or installation into cabinets if required.

As part of this service, you will receive:

- Storage and inventory of product;
- Negotiated freight rates;
- Pre-configuration of end-point devices*;
- Packing and palletizing of products to meet customer requirements;
- Tracking of shipments from manufacturer to end location.

* Conditions Apply

TESTIMONIAL

“The Mimomax team has done an outstanding job meeting SRP’s needs. Their technical expertise, innovative approach and customer service have been very much appreciated. It is clear that SRP made the right choice to partner with Mimomax and we are very excited for the future.”

Chris Campbell - Salt River Project



CUSTOMER EXPERIENCE

With a multi-year rollout and a complex network design, one of Mimomax’s customers saw the benefit of integrating a Mimomax staff member into their telecommunications team during the deployment phase of their project.

Bringing in-depth product knowledge and RF expertise, the rotating team of Mimomax On-Site Support Engineers helped to streamline the first 12 months of the deployment. Providing assistance with installation and integration with third party equipment, lab and field testing and system configuration, the in-house assistance from the Mimomax employee eased the pressure on the customer’s engineers at a point where they were trying to learn the new technology.



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