

Ericsson Private 5G Sales and Services Guide

Description



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1 Introduction

The Ericsson Private 5G Sales and Services Guide is a strategic and operational handbook for accelerating revenue and excellence in Ericsson Private 5G deployments. This guide is not just procedural; it empowers partners to:

- Capitalize on the \$50B+ enterprise 5G global opportunity (IDC, 2025)
- Deliver industrial-grade wireless with confidence
- Differentiate through scalable services, structured enablement, and deep integration

This guide sets forth the requirements, obligations, and benefits applicable to partners authorized under the Ericsson Private 5G Solution Partner Program. By understanding these components, partners can align better with Ericsson Private 5G standards and maximize the value delivered to enterprise customers. This guide serves as a comprehensive resource to help partners navigate and excel in our partnership.



2

Audience

This guide is intended solely for Ericsson-approved partners under confidentiality obligations and is not to be shared externally without Ericsson's prior written consent. Whether it is a new partner just getting started or an experienced partner looking to expand their capabilities, this guide provides essential information tailored for them.



3 Enterprise 5G – Authorized Partner

This document is intended to guide current and prospective partners along the path to becoming an Enterprise 5G Private Networks Authorized Partner for Ericsson Enterprise 5G solutions.

An Enterprise 5G Private Networks Authorized Partner is an organization that is part of the Ericsson Enterprise Wireless Solutions Partner Program and has the authorization to resell and/or deliver services. For most of these partners, program support and benefits are provided by Ericsson while sourcing is through distribution. These partners are high-performing partners that are ready to invest in the enablement to sell and/or deliver Ericsson 5G solutions. Ericsson 5G portfolio partners are sub categorized into the following groups:

- Solutions Partners
 - Sales Only Partners (SOPs)
 - Full Lifecycle Partners (FLPs)
- Authorized Service Providers (ASPs)
- Pro-Services Connect Partners

This guide outlines the steps and capabilities required to achieve the above status for Enterprise 5G. Specific requirements for becoming and maintaining participation in the Ericsson Enterprise Wireless Solutions Partner Program are not covered by this guide. This guide focuses on the Ericsson Private 5G solution, while the Compact and Ericsson Enterprise 5G Coverage solutions might have similar working conditions and expectations. Ericsson Private 5G is a global offering while Enterprise Compact and Ericsson Enterprise 5G Coverage are limited offerings only available in North America for now.

3.1 Accountability and Quality Control

All services delivered by Enterprise 5G Private Networks Authorized Partners must adhere to Ericsson Private 5G quality standards, delivery methods, Service Level Objectives (SLOs) and Service Level Agreement (SLA) commitments. Partners will be subject to periodic performance reviews, at Ericsson's discretion, with prior written notice to the partner.

3.2 Reporting and Governance Requirements

Partners are expected to maintain transparent records of service delivery activities and provide regular updates to Ericsson Channel Enablement Lead as requested. Contact details are in chapters below.

3.3 Conflict of Interest or Market Fairness Clause

Partners must ensure transparency and neutrality when delivering services to other partners or integrators in their network. Partners may not use privileged access to undercut or displace authorized Ericsson Enterprise Wireless Solutions partners.



3.4 Use of Ericsson Branding

Partners may represent themselves as Enterprise 5G Private Networks Authorized Sales Only Partner, Full Lifecycle Partner, Authorized Service Provider or Pro-Services Connect Partner only after Ericsson approves and confirms that partner has completed all required certification and satisfied other requirements for those status levels. All marketing or co-branded materials must follow Ericsson brand guidelines and receive prior approval if using the Ericsson name or logo.

3.5 Liability and Indemnification

Partner is solely responsible and accountable for the Enterprise 5G services it provides.

3.6 Certification Maintenance

Certified personnel must maintain their badges/certificates through continuous education and recertification process/programs as outlined by Ericsson channel enablement lead, to retain service delivery authorization. Partners are required to maintain a certain number of certifications, specified in the following chapters, to retain their partner level authorization. In case a certified resource leaves the partner organization, the partner must inform channel enablement lead in writing within 30 days. This allows the enablement lead to adjust the partner enablement plan accordingly.



4 Partner Program Structure and Personas

The following table shows the partner types and benefits.

Table 1 Partner Types and Benefits

Type	Role	Revenue Opportunity	Key Certifications	Responsibilities
Sales Only Partner (SOP)	Resell and advisor	License resale margin + services referral	Sales, technical pre-sales, PM, T1 R&R	Customer ownership + FLP coordination
Full Lifecycle Partner (FLP)	Turnkey solution provider	License margin + services + support revenue	All SOP + SSD, installation, integration, and Support T1	End-to-end delivery, customer success
ASP and/or Pro-Services Connect Partner	Delivery subcontractor	Project-based	Specialized in SSD, installation integration, and Support T1	Support SOP, FLP and others in scaling delivery



5 Sales Only Partner

A Sales Only Partner is responsible and accountable for:

- Resale of the solution
- Specifying and managing a Full Lifecycle Partner or Pro-Services Connect Partner, for service delivery
- Achieving Level 1 Mountaineer

5.1 Level 1 Mountaineer Requirements

A Sales Only Partner must fulfil the following minimum requirements:

- Two individual Sales Professional Badges
- Two individual Private Networks Project Manager Professional Badges
- Two individual Certified Technical Pre-Sales Professional Badges
- Two individual T1 Role and Responsibility Badges

Once the above requirements are met, the partner will be awarded a Company-Level Enterprise 5G Sales Only Partner badge, which authorizes the partner to resell Enterprise 5G solutions under the program.

- This badge is not only a mark of competence but also a signal to Ericsson account teams and enterprises that the partner is fully capable of supporting the early stages of the customer engagement journey - from discovery to proposal.
- This foundational step ensures that all Sales Only Partners are aligned with Ericsson's commitment to delivering a consistent, high-quality experience across all touchpoints - from first conversation to live deployment.

5.2 Needed Capabilities for Enterprise 5G Private Networks Sales Only Partner

Sales Only Partners mostly need capabilities in the pre-sales phase. For the post-sales phases, the Sales Only Partners need to understand their role and responsibilities as overall project coordinator of all post-sales deployment activities and as Support T1 owner towards the enterprise customer.

Sales Only Partners play a vital role acting as trusted advisor, sales consultant, and overall solution services delivery owner. Although the actual delivery is done by FLP or a Pro-Services Connect partner, the SOP owns the relationship towards enterprise customer and management of the post-sales activities. It is essential that the SOP is equipped to effectively position and promote the solution in front of enterprises. This begins with a strong foundation in pre-sales enablement.

To support this, Ericsson has defined a mandatory learning path for all prospective SOPs. This path ensures that partners understand the Enterprise 5G solution in depth, can clearly articulate its business value to enterprise customers, and are proficient in utilizing



available sales assets and tools. Successful completion of these mandatory learning paths is required to unlock the Enterprise 5G SKUs.

These certifications are delivered through Ericsson's eLearning platform and are designed to prepare partner teams to engage confidently with enterprises. The curriculum covers solution architecture, industry-specific use cases, ROI models, key selling points, and how to navigate the Enterprise 5G sales cycle using Ericsson-provided tools and documentation. The following are the mandatory certifications for SOPs:

- 307 Certified Sales Professional - Enterprise 5G
- Private Network Project Manager
- Certified Technical Pre-Sales Professional – Ericsson Private 5G
- Tier 1 Role and Responsibilities



6 Full Lifecycle Partner

Full Lifecycle Partners (FLPs) are authorized to both sell and deliver Ericsson Private 5G solutions. FLPs are responsible and accountable for:

- Effectively position and promote the solution for enterprise customers
- Plan, deliver and operate the solution
- Resale of the solution
- Providing end-to-end solution services delivery
- Achieving Level 3 Mountaineer

6.1 Level 3 Mountaineer Requirements

Full Lifecycle Partners must fulfil the following minimum requirements:

- Sales Only Partner Level 1 Mountaineer
- Two individual Site Survey and Design Badges
- Two individual Site Installation and Cabling Badges
- Two individual Site Integration Badges
- Five individual Support T1 Badges
- Scorecard with score of 8+

After meeting the above requirements, the partner is granted a Partner Level Badge signifying their authorization as Full Lifecycle Partner in the partner eco system. Successful fulfilment of the above requirements is mandatory to unlock Ericsson Private 5G SKU's for FLP.

Badging and scorecard details are described in the following chapters.

6.2 Needed Capabilities for Full Lifecycle Partner

From a service delivery perspective, an Enterprise 5G Private Networks Authorized Full Lifecycle Partner must demonstrate certified capability in one or more of the following four base service capabilities. Partners may certify in all four areas to become an end-to-end Solutions Partner. Alternatively, they can certify in specific areas depending on their business model and use a certified Pro-Services Connect Partner for other service areas. In such cases, FLP is accountable for end-to-end service delivery and contracting the Pro-Services Connect Partner. In case the FLP engages other Pro-Services Connect Partners, the main FLP is accountable for successful deployment and operations of the solution. The main FLP must also own end-to-end coordination with any other party involved. Below are details for the four base service capabilities.

6.2.1 Site Survey and Site Design (SSD)

Includes:

- Site RF Design
- Site IP Design
- Site Network Design



Minimum requirements for Partner Level Certificate:

- One RF design engineer
- One IP architecture and networking engineer
- Specialized training:
 - Site Survey and Design certificate (individual certification module available in the 310 Certified Network Professional – Ericsson Private 5G curriculum)
 - Practical training: Site Survey and Site Design project with Ericsson RF design team
- Partners must have a license for an appropriate commercially available 4G and 5G RF planning tool (e.g., iBWave, Mentum Planet, Atoll)

Radio frequency planning tool requirement: Partners must acquire a license for a suitable 4G and 5G RF planning tool. We recommend iBWave, as it's an accepted industry wide tool often required by major carriers, especially in North America. Other suitable tools include Mentum Planet, Pathloss 5.1, and Atoll with in-building module.

6.2.2 Site Installation and Cabling

Enterprise 5G solutions, specifically Ericsson Private 5G, have unique cabling and installation requirements owing to the nature of the radio network. These requirements are set forth to deliver expected latency, throughput, and other operational and/or business critical KPIs.

This enablement area covers:

- Installation of cabling and equipment per site design
- Specialized training:
 - Site Cabling and Installation (individual certification module available in the 310 Certified Network Professional – Ericsson Private 5G curriculum)
 - Practical instructor-led training: Equipment installation (radios, core, basebands, peripherals) covered through the hands-on training module Radio Dot System (RDS) Cabling

Minimum Requirements for Partner Level Certificate:

- Two certified personnel (ensures backup)
- 50% of on-site installation crew must be certified
- Partners are responsible for compliance with local regulations (e.g., electrical, construction, health and safety)

Note: The minimum requirement of two personnel ensures backup capability if one staff member is unavailable. This requirement may vary based on country or state-specific regulations. Partners are responsible for complying with local laws and regulations, including electrical licenses, construction certificates, or health certificates for specific work environments (e.g., mines).



6.2.3 Site Integration

Involves:

- Cloud-based integration of the on-site premises equipment
- Software updates
- SIM provisioning
- Acceptance Test Procedure (ATP)

Minimum requirements for Partner Level Certificate:

- One certified integration engineer

Site integration certificate (individual certification module available in the 310 Certified Network Professional – Ericsson Private 5G curriculum)

- Practical instructor-led training: Site Activation (NMP site configuration and site activation with ATP/ATP review) covered through the hands-on training Site Installation and Integration

6.2.4 Support T1

Support T1 includes triage and troubleshooting of the Ericsson Private 5G solution.

Minimum requirements for Partner Level Certificate:

- Certified personnel (to support 24/7 operations)
- Specialized training:
 - 310 Certified Network Professional – Ericsson Private 5G
 - Practical training: Review operational flows and Support T2 handoff procedures with channel enablement lead
- Requirements may be adjusted based on operational realities e.g. for 8/5 operations
- NOC presence and tools for KPI dashboards or value-added services are expected

Support T1 staffing explanation:

The requirement for five certified personnel is based on the need for 24/7 support in business-critical operations where the Enterprise 5G solution is typically deployed. The requirement breakdown is:

- Three people for three shifts
- One person for backup in case of illness or unavailability
- One additional person to ensure coverage for 365 days a year

This requirement can be adjusted based on special approval from the regional services enablement lead, considering the type of Enterprise 5G solution, and the operational reality of a partner (e.g., if running 8/5 support).



7 Authorized Service Provider and Pro-Services Connect Partner

Authorized Service Provider (ASP) is an organization authorized to deliver certified services for Ericsson Private 5G but it does not engage in product sales to enterprises. This distinction allows for a non-competitive environment where authorized Ericsson Private 5G Solutions Partners can collaborate confidently with service providers without concerns of business overlap.

ASPs play a critical role in scaling deployment efficiently while maintaining the quality and consistency expected from the Ericsson brand. This guide outlines the steps to certification, available service areas, and the ongoing support structure available to ASPs.

Authorized Service Providers have the possibility to sign up for the Pro-Services Connect Program. This is a marketplace where we connect partners. The details of this program are described in the Pro-Services Connect Program Guide.

7.1 Special Provisions for Distribution for Service Delivery

Distributors, after meeting the set requirements, are eligible to deliver Ericsson Private 5G services to their resellers, CSPs, Solution Partners or directly to enterprises using their own in-house resources. This enables flexibility and scale in meeting customer needs while maintaining high standards of service quality.

7.2 Badging and Authorization Requirements

Distributors who wish to deliver Ericsson Private 5G services must ensure their personnel complete the relevant training and certifications outlined in the following chapters of this guide. Upon successfully meeting the minimum badging/certification criteria, the distributor will be formally certified as an Authorized Service Provider (ASP) and authorized to deliver Ericsson Private 5G services under their own company name and resources.

7.3 Policy on Subcontracting and Multi-Tiering

Multi-tier subcontracting is strictly prohibited unless prior written approval is obtained from Ericsson. Breach of this obligation may result in immediate suspension or termination of partner authorization. This means partners are not allowed to subcontract service delivery across multiple layers or engage unaffiliated third-party subcontractors under their brand.

If, under exceptional circumstances, a partner requires the involvement of an external contractor or another certified service delivery partner, the following conditions must be met:

- The partner must obtain agreement and prior written approval from the Ericsson Partner Management Head before proceeding. Contact through respective Ericsson Partner Account Manager.



- The partner remains accountable for end-to-end service delivery including successful delivery and operations of the Ericsson Private 5G for enterprise customer.
- The subcontractor must be contracted directly by the partner, not by Ericsson. This policy ensures consistent delivery standards and clear accountability across all Ericsson Private 5G engagements.

7.4 ASP Service Areas

Authorized Service Providers (ASPs) can certify in one or more of the Ericsson Private 5G base service capabilities. ASP may choose to specialize in one area or obtain end-to-end certification across all four. In each case, ASP receives a company-level certification badge based on the capabilities they demonstrate. This badge authorizes the ASP to deliver badge specific capability to other partners or enterprise customers.

7.4.1 Ericsson Private 5G Base Services Capabilities

7.4.1.1 Site Survey and Site Design (SSD)

Includes:

- Site RF Design
- Site IP Design
- Site Network Design

Minimum Requirements for Partner Level Certificate:

- 1 RF Design Engineer
- 1 IP Architecture and Networking Engineer
- Specialized training:
 - Site Survey and Design certificate (individual certification module available in the 310 Certified Network Professional – Ericsson Private 5G curriculum)
 - Practical Training: Site Survey and Site Design project with Ericsson RF Design team
- Partners must have a license for an appropriate commercially available 4G and 5G RF planning tool (e.g., iBWave, Mentum Planet, Atoll)

RF Planning Tool Requirement: Partners must acquire a license for a suitable 4G and 5G RF planning tool. We recommend iBWave, as it's an accepted industry wide tool often required by major carriers, especially in North America. Other suitable tools include Mentum Planet, Pathloss 5.1, and Atoll with in-building module.

7.4.1.2 Site Installation and Cabling

The Ericsson Private 5G solution has unique cabling and installation requirements owing to the nature of the radio network. These requirements are set forth to deliver expected latency, throughput, and other operational and/or business critical KPI's (Key Performance Indicators).



This enablement area covers:

- Installation of cabling and equipment per site design
- Specialized training:
 - Site Cabling and Installation (individual certification module available in the 310 Certified Network Professional – Ericsson Private 5G curriculum)
 - Practical Hands-On Training: Equipment installation (radios, core, basebands, peripherals) covered through the hands-on training module Radio Dot System (RDS) Cabling

Minimum Requirements for Partner Level Certificate

- 2 certified personnel (ensures backup)
- 50% of on-site installation crew must be certified
- Partners are responsible for compliance with local regulations (e.g., electrical, construction, health and safety)

Note: The minimum requirement of two personnel ensures backup capability if one staff member is unavailable. This requirement may vary based on country or state-specific regulations. Partners are responsible for complying with local laws and regulations, including electrical licenses, construction certificates, or health certificates for specific work environments (e.g. mines).

7.4.1.3 Site Integration

Involves:

- Cloud-based integration of the on-site premises equipment
- Software updates
- SIM provisioning
- Acceptance Test Procedure (ATP)

Minimum Requirements for Partner Level Certificate

- 1 certified integration engineer
- Specialized training:
 - Site Integration certificate (individual certification module available in the 310 Certified Network Professional – Ericsson Private 5G curriculum)
- Practical Hands-On Training: Site Activation (NMP site configuration and site activation with Acceptance Test Procedure/ATP review) covered through the hands-on training Site Installation and Integration

7.4.1.4 Support T1

Support T1 includes triage and troubleshooting of the Ericsson Private 5G solution. Detailed description of the Support T1 role and responsibility is captured in the chapters below.

Minimum Requirements for Partner Level Certificate



- 5 certified personnel (to support 24/7 operations) or 3 certified personnel (to support 8/5 operations)
- Specialized training:
 - 310 Certified Network Professional – Ericsson Private 5G
 - Practical Training: Review operational flows and Support T2 handoff procedures with regional services enablement lead
 - NOC presence and tools for KPI dashboards or value-added services expected

Support T1 Staffing Explanation

The requirement for 5 certified personnel is based on the need for 24/7 support in business-critical operations where the Ericsson Private 5G solution is typically deployed. Here is the breakdown:

- 3 people for 3 shifts
- 1 person for backup in case of illness or unavailability
- 1 additional person to ensure coverage for 365 days a year

This requirement can be adjusted based on special approval from the regional Services Enablement Lead, considering the type of Ericsson Private 5G solution, operational reality of a partner (e.g. if running 8/5 support).



8 Partnership Journey

The partnership journey is a step-by-step gated process with a simple five step approach.

8.1 Step 1: Partner Capability Evaluation

The journey begins with the partner capability evaluation form. This mandatory assessment allows Ericsson to:

- Understand the partner's current capabilities
- Evaluate partnership type: SOP or FLP
- Identify areas for enablement and investment
- Ensure alignment with Ericsson guidelines and its brand quality standards

The form is reviewed by:

- Ericsson 5G Partner Account Manager (PAM): Assesses resale capabilities
- Ericsson Channel Enablement Lead: Evaluates service delivery capabilities

Together they determine partnership feasibility and guide the partner through the next steps.

8.2 Step 2: Partner Onboarding

Upon acceptance the partner's Enterprise 5G PAM will:

- Initiate the onboarding process and provide necessary information
- Grant access to relevant Ericsson Enterprise Wireless systems

8.3 Step 3: Enablement Planning

The channel enablement lead will:

- Develop a customized enablement plan
- Collaborate with the partner to create an execution strategy

8.4 Step 4: Partner Enablement

The channel enablement lead will:

- Execute training and certifications in selected service areas
- Monitor and guide the partner to achieve badges for needed capabilities
- Support developing and progressing on partner scorecard
- Grant appropriate partner level badges after set criteria being fulfilled

8.5 Step 5: Partner Lifecycle Management

The channel enablement lead will:



- Continuously monitor and support the partner in keeping the scorecard up to the needed level
- Provide ongoing support and quality assurance throughout the life cycle

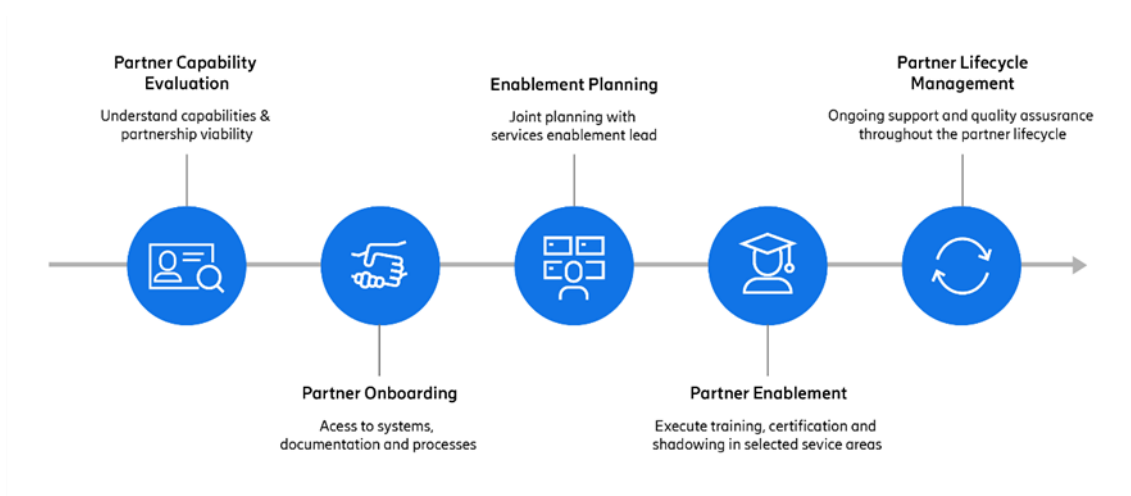


Figure 1 Partner Lifecycle Management



9 Continuous Partner Support – Partner Excellence

While certification shows a partner's technical capability, Ericsson's goal is to ensure consistent, high-quality customer experience. Therefore, Ericsson has introduced Partner Excellence; a structured, life cycle-based support model for key partners.

Partner Excellence is led by the regional services enablement lead and spans the full partner lifecycle, from evaluation and onboarding to deployment and long-term operations.

To ensure successful adoption and high-quality delivery of Ericsson Private 5G solutions, Ericsson offers a structured Shadowing Program to assist partners during the initial deployment phase. This model is designed to accelerate partner competence, ensure deployment quality, and maintain customer satisfaction while evolving into a sustainable support structure as partners mature.

9.1 Scope of Shadowing Support

Partners participating in the Shadowing Program receive guided support from Ericsson experts across the following core areas:

- Design review support – Senior experts validate site survey, RF design and IP networking design outputs
- Site audit support – Expert guidance during equipment installation and cabling adhering to Ericsson Private 5G quality standards
- Remote integration guidance – On-demand remote support to ensure smooth integration
- Support T1 Ticket Review – Support and feedback to enhance service quality and ticketing SLA performance

In most cases, these services are provided remotely. If the services enablement lead approves a partner's request for on-site support, the partner must cover full cost for such services.

9.2 Support Allocation and Maturity-Based Model

Ericsson offers shadowing support for up to three (3) initial deployment projects per partner, based on performance, engagement, and demonstrated commitment to the program. However, support beyond two (2) deployments is subject to evaluation of partner readiness and adherence to enablement milestones.

For sustainability and mutual value, Ericsson will introduce a progressive cost recovery model, ensuring that support services beyond the initial shadowing support are both accessible and aligned with partner capability growth.



Table 2 Support Model

Partner Maturity	Support Model	Description
New partner (Scorecard: Entry Level)	Prepaid support block or project fee required	Partners purchase a block of support hours or pay a nominal per-project fee covering shadowing services across design, site audit, integration, and Support T1 review.
Developing partner (Scorecard: Emerging/6+)	Sliding scale pricing	Reduced fees as partners demonstrate proficiency, improve scorecard KPIs, and complete enablement milestones.
Validated partner (Scorecard: Self-Sufficient/8+)	No cost / optional validation	Partners are self-sufficient; back-stop support is optional and typically not required. Optional design validation may be offered at standard consulting rates.

Note: Exceptions may apply for strategic partners or joint customer projects where joint investment is warranted. Exceptions must be reviewed and approved by the Partner Account Manager and channel enablement lead.

9.3 Objectives of the Support Model

- Enable competence, not dependency
 - Shadowing is intended to accelerate partner skill development, not serve as a long-term safety net.
- Cover cost of value delivery
 - The support provided represents expert consulting, which incurs operational costs. The model ensures fairness in value exchange.
- Encourage partner accountability
 - Tying support access to scorecard performance incentivizes quality, ownership, and continuous improvement.
- Maintain quality at scale
 - By standardizing this model, Ericsson can support more partners without compromising deployment excellence or internal bandwidth.



9.4 Partner Solution Execution

The Ericsson Enterprise 5G partner enablement program allows the partner to execute quickly and scales with partner competence, ambition and opportunities.

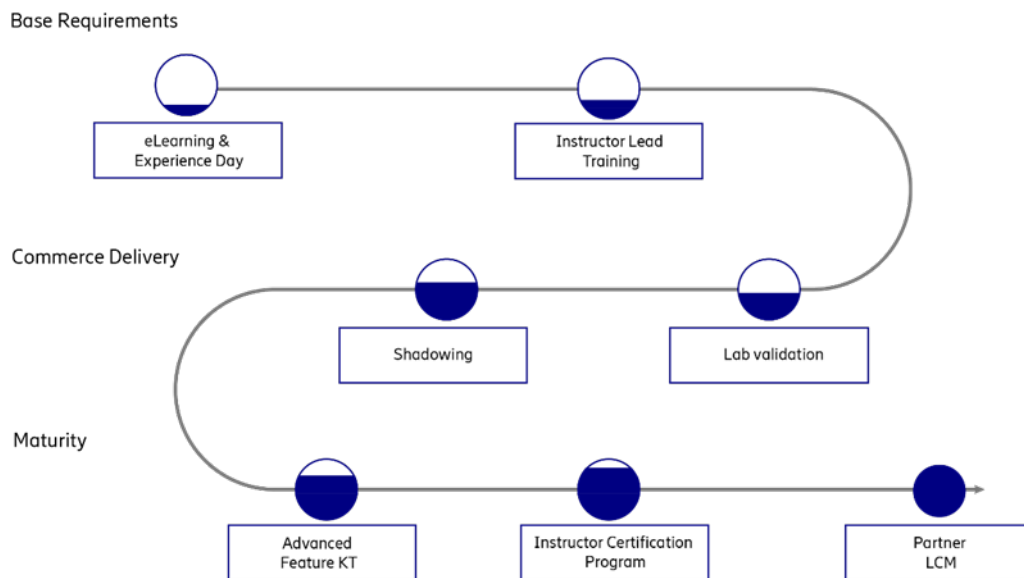


Figure 2 Partner Solution Execution



Partner Scorecard – Global Consistency, Local Relevance

To create transparency and drive continuous improvement, Ericsson uses a global partner scorecard. This single-pane-of-glass tool:

- Tracks partner performance across markets
- Combines acquired competence (certifications) and assessed competence (in-field performance)
- Highlights areas for improvement
- Helps identify and match with other partners for collaboration

Simply put, a partner scorecard is a partner evaluation framework comparing partner performance.

The Ericsson Private 5G scorecard focuses on both the acquired and demonstrated competence. This framework consists of different metrics which are considered for each of the components of the specialization program. The partner scorecard serves vital importance for the partner ranking in our global partner marketplace. A higher score could entail higher confidence in other partners and the distribution channel to choose their collaboration partner for Ericsson Private 5G. The scorecard will be reviewed and updated annually, with quarterly interim reviews. Partners are encouraged to provide feedback and work alongside Ericsson to improve the process and continuous journey towards success.

The following table shows the scorecard definitions.



Table 3 Full Lifecycle Partner Scorecard

	Criteria	Weight	Range	Notes
Acquired Competence 50% (Max Score: 5.0)	Trained personnel (Non – Support T1)	10%	0 – 2 (capped)	Min 2 personnel required
	Experience day	10%	0 – 2 (capped)	Min 2 personnel required
	Hands-on training	10%	0 – 2 (capped)	Min 2 personnel required
	RF competency	10%	0 – 2	0 = No expertise 1 = Non-verified experience 2 = Ericsson verified
	Support T1 authorized	10%	1 = Yes, 0 = No	Min 3 certified personnel for 8x5, min 5 certified personnel for 24x7
Demonstrated Competence 50% (Max Score: 5.0)	Sales only / M1 qualified	10%	0 – 2 (capped)	Min 2 certified individuals required
	Lab validation	10%	1 = Yes, 0 = No	Partner lab or partner enablement kit validation
	Customer installations	20%	0 – 2 (capped)	Both trial and commercial deployments
	Customer evaluation score	10%	0 – 2 (capped)	3 equal parts (communication and professionalism, problem resolution, likelihood to recommend)



11 Partner Certification

Partner certification consists of the following two key elements:

- Individual certification
- Partner authorized

Upon completion of set requirements, an individual belonging to a partner company receives an individual level certificate reflecting their accomplishment.

Individual certificates, sometimes referred to as individual skill badges, are earned directly at the Enterprise Wireless University upon completion of set courses. Employees of the partner company complete the program and receive a skill badge to ensure their knowledge. These badges are valid for 12 months, subject to recertification upon new release cycles.

The following figure illustrates the individual skill badges.



Figure 3 Individual Skill Badges

To be recognized as an Enterprise 5G Private Networks Authorized Partner, the partner company must have the required number of individual certifications as needed per base service. Partner level certificates, also referred to as partner badges, are handed out personally after completing set criteria for base services. These badges are valid for a certain time frame reflecting product release strategy, ensuring partners have the latest information.

The following figure illustrates the partner badges.



Figure 4 Partner Badges



12 Available Services for Transacting Partner

Disclaimer: This section presents a summary of available services. Final terms are defined in the executed SKU descriptions, purchase orders, and Statements of Work (SoW). In the event of conflict, the SoW prevails.

A set of base services are included as part of the Ericsson Private 5G subscription, while other services are value services which are purchased separately. Below is a brief overview of these services. A detailed description can be found in Appendix A: Ericsson Private 5G Services Offerings.

12.1 Base Services

The following base services are included in the Ericsson Private 5G starter package subscription:

12.1.1 Base Support (Included with Subscription)

- Ticket handling during enterprise local business hours
- Access to Ericsson knowledge base
- Access to customer support tool for ticket creation and follow-up
- Initial coverage includes 12 months of basic managed operations. For more details, see Appendix A: Ericsson Private 5G Services Offerings.

12.1.2 Hardware Support

All hardware purchased by partner is subject to our limited hardware warranty, available at: <https://cradlepoint.com/legal/>

12.1.3 Remote Deployment Support

- Expert guidance and troubleshooting during deployment
- Fixed-scope support: 40 hours within the first 90 days from hardware shipment
- Includes remote integration, ATP execution support, and Support T2 handover (if managed services subscribed)

12.1.3.1 Partner Deliverables (Mandatory to Request Remote Deployment Support)

- Project kickoff call: ≥ 21 days before site activation
- Site activation request: ≥ 21 days before site activation
- Go/ no-go: 14 days before site activation

12.1.3.2 Remote Deployment Support Scope

The partner performing Ericsson Private 5G site installation works closely with the Ericsson remote deployment support team. Once the installer is on site, Ericsson remote deployment support team is utilized. In case needed, the remote deployment support team has access to the Ericsson Private 5G cloud backend and is able to initiate the



integration and activation of Ericsson Private 5G equipment/site. For Ericsson run managed services, the remote deployment support team can also support the execution of the Acceptance Test Procedure (ATP) and supports the hand-over to support. To utilize this support, the authorized partner needs to complete the deliverables or milestones by the timing specified above as partner deliverables.

Once site activation is complete, the remote deployment team will need to document any specific backend-configuration changes implemented during the site activation. This information is required for the Support T2 engineering team records once the site transitions into operational support.

The partner deployment engineer is required to transfer the Dell server hardware to the site owner as indicated in the CIQ. The Dell service tag transfer site is utilized for this activity: <https://www.dell.com/support/assets-transfer/en-us>

12.2 Value-Added Services (Optional)

The following services are not included in the Ericsson Private 5G subscription and can be purchased separately.

12.2.1 Managed Operations

- Two service levels: 8/5 and 24/7
- Provides pro-active monitoring, pro-active support, and lifecycle management
- Requires an active base subscription

12.2.2 Installation Auditing

- Remote audit of installation performed by authorized partner
- Includes audit templates, product/radio checklists
- Not a substitute for remote deployment support

12.2.3 Consulting Support

- Access to Ericsson SMEs for solution design, integration, or advanced troubleshooting
- Offered in 4-hour buckets for flexibility
- Excludes active deployment support (covered under remote deployment support)

12.2.3.1 Service Intent

The primary objective of the consulting support service is to empower partners with the knowledge and assistance necessary to leverage the Ericsson Private 5G solution effectively. Whether it is queries about connectivity, solution design, or other relevant areas, the Ericsson team of experts stands ready to provide timely and insightful guidance. Consulting support is not intended to replace the remote deployment support. Active deployment support queries are not fulfilled under consulting support.

What partners receive:



- Expert consultation: Partners gain access to expert consultation services to address queries and challenges related to Ericsson Private 5G connectivity, solutioning, and beyond.
- Timely support: Partners receive prompt support from a dedicated team, facilitating swift resolution of issues and informed decision-making.
- Flexible usage: Service packages are available in 4-hour buckets, offering partners flexibility in utilizing support hours according to their specific requirements.



13 Partner Obligations

13.1 Support T1 Obligations

- Support T1 is the enterprise's single point of contact
- Responsibilities include ticket creation, first-level troubleshooting, and handover to Support T2
- Mandatory: Follow Acceptance Test Procedure (ATP 1791-HSC 901 191/1). The document can be downloaded from Network Management Portal (NMP) or accessed through CPI

13.2 Escalation to Support T2

- Unresolved issues must be escalated to Ericsson Support T2 using the NMP support widget or ep5gsupport@ericsson.com
- Required ticket fields and their details are in the table below

Table 4 Support Ticket Information

Type	Details
Enterprise details	Organization, site, location, contact name, phone, and email.
Ticket title	Make sure that the ticket title concisely summarizes the issue.
Priority	A ticket can be urgent (P1), high (P2), normal (P3), or low (P4).
Environment	Enterprise OS and browser configuration are necessary for a clear ticket report and is the best way to ensure proper problem replication.
User equipment	If the issue is specific to an end-user device, specify the device manufacturer, model number, and latest firmware version.
Ticket description	The ticket description provides details of the problem encountered. If several problems are encountered, these shall be reported as separate tickets. Include any specific error messages seen by the end-user. Note the date and time of the issue and what has been done by Support T1 to review and assess the issue.
Expected and actual results	Describe the expected result and the actual result to clarify the end-user effect (for example, adding a device connecting to the radio).
Reproduction steps	Specify the actions that caused the issue and whether the issue occurs 100% of the time, 1 in 3, or 1 in 10 times when the same steps are taken.
Screen capture	Provide a screen capture of the instance of failure with captioning to highlight the defect.



13.2.1 Deliverables Required for Site Handover to Ericsson Support T2

Partner must deliver the following before Support T2 assumes responsibility:

- Final Customer Information Questionnaire (CIQ)
- Acceptance Test Procedure (ATP) report
- Completed Handover to Support (HOTS) checklist
- For U.S. sites: CPI file for CBRS SAS compliance

13.3 Common Support Topics (to be Handled by Support T1)

- SIM provisioning
- APN/segment changes
- Signal strength and throughput checks
- Hardware health checks (baseband, IRU, radios)
- GPS connectivity
- NMP dashboard review
- CBRS-specific issues (U.S. only)

Table 5 Common Support Topics

Topic	Technical Guidelines
Initial logon assistance	Assist with understanding the username and password of Network Management Portal (NMP) as well as the process for password updates.
Support system assistance	Assist with understanding the username and password of the Support System for Ericsson Private 5G knowledge article access.
Segment/APN changes	Assist with adding or editing the segments/APNs of their private cellular network.
Signal strength and throughput	Educate customers on radio signal strength, RTT latency and upload/download throughput.
Radio dot connectivity	Verify customers have recommended radio dots connected to dot ports of IRU.
Micro radio connectivity	Verify customers have recommended micro radios connected to appropriate ports of baseband and that micro radios are enabled in NMP.
SIM card	Assist with adding or editing SIM cards using NMP. Verify that the physical SIM is provisioned properly using NMP. Verify that the SIM is installed correctly in the user equipment and is the correct size.
GPS connectivity	GPS is required for all 5G and mixed mode (4G+5G) Click-to-Deploy sites. Assist enterprise with GPS connectivity: 1) Is the GNSS receiver connected to the SYNC port of the baseband? 2) Is there a router deployed and can it handle all GPS synchronization for all connected basebands?



Topic	Technical Guidelines
NMP connectivity	Check the connectivity to NMP: 1) Can you ping 8.8.8.8? 2) Can you ping google.com? 3) Is a private network used and does NMP access need to be allowed through the firewall?
Hardware health checks	Guide enterprise on checking connectivity for devices in NMP: <ul style="list-style-type: none">• Network controllers• Baseband• Router• IRU• Radio dot• Micro radio
Watchdog device assistance	Assist enterprise with addition of Watchdog device hardware: <ul style="list-style-type: none">• Supported, factory unlocked Watchdog hardware with appropriate Android version• Supported Industrial Watchdog hardware
Throughput testing with a non-Watchdog device	Assist enterprise with external iPerf server configuration for throughput speed tests.
NMP users	Assist enterprise with understanding of NMP user roles; clarify specific user add, edit, block, delete capabilities in NMP per role.
Speed tests	Educate enterprise on how a speed test is run using the Watchdog device hardware.
Dashboard	Educate enterprise on values displayed on the NMP dashboard.
Security dashboard	Educate enterprise on values displayed on the NMP security dashboard.
UE device internet access	Assist enterprise with reviewing IP configuration on Ericsson Private 5G site.
U.S. only: CBRS deployment bandwidth or throughput issues	Assist enterprise with confirming SAS configurations through SAS provider portal: <ul style="list-style-type: none">• SAS account is current and in good standing• Spectrum grants validated for expected CBSDs• SAS server IP is allowed through site firewall• UE supports B48 CBRS
U.S. only: CBRS spectrum lost	Assist enterprise by contacting SAS provider for indication of any SAS outage or spectrum reallocation in region.



13.4 Detailed Deliverables

13.4.1 Acceptance Test Procedure Data Gathering

Once site activation is complete, the on-site installer needs to support the Acceptance Test Procedure (ATP) data gathering using the network Watchdog device. This is a mandatory activity actively driven by Support T1. Ericsson has built the acceptance test procedure based on its extensive network knowledge to cover essential areas that shall be tested for successful deployment of Ericsson Private 5G. This test procedure is continuously monitored and enhanced based on new data points and learnings from our global deployments.

The testing is described in the document Acceptance Test Procedure (1791-HSC 901 191/1) which can be downloaded through Network Management Portal.

13.4.2 Site Health Check

As part of the initial site activation, the on-site installation resource will need to conduct a health check using the document Health Check (2/1543-HSC 901 191/1) which can be downloaded through Network Management Portal.

13.4.3 Customer Acceptance

The acceptance test procedure covers the essential elements for Ericsson Private 5G but sometimes the enterprise customer might want to verify their own use cases. In such a case the enterprise customer might want additional tests to be part of the customer acceptance. Partner is solely responsible for customer acceptance of the Ericsson Private 5G system. In the case of additional customer acceptance requirements agreed by the service delivery partner with the enterprise, the on-site installation resource needs to support gathering any required data points, but this does not prevent a site from being handed over to Support T2 if all the standard Ericsson Private 5G requirements have been met.

13.4.4 Hand-Over-To-Support (HOTS) Checklist

This document is required for each site deployment and needs to be fully completed prior to handover of a site to Ericsson support. The HOTS checklist lists all the key details needed to properly hand over a site to support.

13.5 Roles and Responsibilities

The following table defines the responsibilities between different parties for the site handover to support activities. The following acronyms are utilized: R=Responsible, A=Accountable, C=Consulted, and I=Informed.

Table 6 Roles and Responsibilities



Area	Description	Service Delivery Partner	Ericsson	Enterprise
Site activation	1. CPI file: (SAS only) File submitted as part of the CPI signing tool for use in Network Management Portal (NMP).	A/R	C	I
	2. CIQ: Customer Information Questionnaire which provides site deployment details including LAC (License Authorization Code), EUFT (End User for Foreign Trade) and SWLT (Software License Trade) information.	A/R	C	I
	3. Acceptance Test Procedure (ATP) report: Standard Ericsson Private 5G site ATP includes validation of NMP functionality and gathering of radio KPI details at enterprise designated site installation locations.	A/R	C	I
	4. Hand-Over-To-Support-Checklist (HOTS) Fill out the HOTS-Checklist by providing all prerequisites and required details.	A/R	C	
Enterprise training	Enterprise training completed by enterprise resources?	A	C	R
Installer	Enterprise acceptance criteria met?	A	I	R
	Health check completed and report ready. (Instructions from Ericsson Private 5G release documentation)	A	R	I
Ericsson remote deployment engineering	Remote deployment support availability and contact information provided to authorized partner.	I	A/R	
	DELL SVC tags transferred for ownership and warranty entitlement transfer hardware support and confirmation number recorded.	A/R	C	
	Documenting of configuration customizations done through the Cloud backend.	C	A/R	C
	Confirm whether network controllers are greenfield or indicate if network controllers have been part of a different Ericsson Private 5G site deployment.	I	A/R	
Support T1	Support T1 team training completed by designated Support T1 team.	A/R	I	C



Area	Description	Service Delivery Partner	Ericsson	Enterprise
Ericsson Support T2	Confirm that Support T1 resources are able to open incidents and tickets to Support T2 resources.	R	A	I
	Alarm Knowledge Base (KB) reviewed with Support T1.	R	A	
Support T1 training	Secure service delivery partner Support T1 resources have been trained and certified.	A/R	C	
Service delivery partner technical training	Secure service delivery partner design, installation and integration resources have been trained and certified.	A/R	C	
Enterprise training	Secure enterprise user has been trained.	A	C	R



Glossary

The following terms and acronyms are used in this document.

Table 7 Acronyms and Terms

Acronyms	Terms
ATP	Acceptance Test Procedure
BOM	Bill of Materials
CIQ	Customer Information Questionnaire
CPE	Customer Premise Equipment
CPI	Customer Product Information
ENM	Ericsson Network Manager
EUFT	End User for Foreign Trade
FAQ	Frequently Asked Questions
HOTS	Hand Over To Support (Support T2)
IRU	Indoor Radio Unit
LAC	License Authorization Code
NMP	Network Management Portal
RAN	Radio Access Network
RF	Radio Frequency
RMA	Return Material Authorization
SKU	Stock Keeping Unit
SLA	Service Level Agreement
SLO	Service Level Objective
SWLT	Software License Trade



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1 Introduction

This document describes the service offerings, delivery processes, and operational assets of Ericsson Private 5G. The document describes the deployment, delivery, and support operation of Ericsson Private 5G.

1.1 Audience

This document is intended for partners and internal purpose, for people working with Ericsson Private 5G setup service. The content of this document is Ericsson Internal and confidential.



2 Services Offering Overview for Ericsson Private 5G

The Ericsson Private 5G services are either base services or value services provided by Ericsson. The value services can also be supplied by partners to enterprise.

The base services are always included in the product sales and the value services are optional, to be added to suit the specific enterprise needs.

2.1 Base Services

2.1.1 Base Support

Base support is a base service provided to partners. The service is bundled with all product sales and consists of ticket handling during local business hours, access to knowledge base articles for problem resolution, and access to BEWS customer support tool for ticket creation and status follow up.

Remote support access is a prerequisite for base support.

See chapter 3 for more details.

Basic managed operations is offered for new contracts, for more information see chapter 6.

2.1.2 Remote Deployment Support

This service provides assistance from Ericsson deployment experts during the deployment phase of Ericsson Private 5G. This includes guidance, troubleshooting, and support during handover to Support T2 (if Ericsson managed operations service is used). This is a fixed service provided only during the first 90 days of the Ericsson Private 5G subscription. The Ericsson Private 5G base service subscription starts upon shipment of hardware from Ericsson supply warehouse.

2.2 Value Services

2.2.1 Managed Operations

Managed operations is a value service which consists of two commercial service levels: managed operations 8/5 and managed operations 24/7. The service also has a third delivery level called basic managed operations. The different service levels correspond to different SLAs. The Ericsson Private 5G base subscription is a prerequisite for this service.

Enterprise-managed networks operations provides monitoring, pro-active support, and life cycle management for the Ericsson Private 5G system.

The partner performs the Support T1 function and Ericsson provides the Support T1 team with an escalation point for crisis and troubleshooting.

See chapter 6 for more details.



2.2.2 Installation Auditing

Installation auditing is a value service offered with limited availability. It provides remote auditing of installation done by partner, enterprise, or their subcontracts, with the aim to guide the installers and ensure installation quality according to Ericsson standards.

Contact Service Portfolio Management for more details or requests to offer.

See chapter 4 for more details.

2.2.3 Lab Support

Lab support is a centrally delivered value service for systems used in labs. Lab support includes access to self-help and responses to incidents during office hours. Software updates and upgrades are provided as per Ericsson software LCM.

2.2.4 Consulting Support

Consulting support is a value service which provides partner with access to Ericsson expert consultations. The service offers dedicated support when needed in the form of expert guidance and assistance.

2.2.5 Partner Enablement Kit

This support package is a service for support for partner enablement kits. The service has fixed delivery support and software upgrades are limited to four times per year. This is a restricted offering based on an explicit approval process.

Table 1 Support Scope

Support Activity	Partner Enablement Kit Support
Online self-service portal	24x7 unlimited partner access
Email support	Mon – Fri 8 – 17 partner local time
Software updates and upgrades	Maximum four times a year based on current Ericsson Private 5G N-3 life cycle management. This can change based on Ericsson software life cycle management.
Incident reporting	Primarily only addressing incident support for Ericsson Private 5G connectivity with Watchdog related issues. Any other issues related to use case will be deferred to low priority and handled as reasonable commercial effort.



3 Base Support – Details

Base support is part of the product subscription and sold and delivered to partner. The service aims to provide partners with the means to, with the help of Ericsson tools, solve a majority of issues on their own.

3.1 Customer Support Tool

Base support provides the partner with access to the customer support tool, which consists of the following:

- Ticket creation
- Status follow-up
- Overview

3.2 Partner Ticket Handling

Base support provides the partner with ticket handling for issues where Ericsson needs to assist in issue resolution. Ticket handling is available through chat and phone during partner local business hours.

Table 2 Ticket Acknowledgement

Priority Level	Ticket Acknowledgement Time	Availability
Priority 1: Urgent	15 min	Partner business hours
Priority 2: High	15 min	Partner business hours
Priority 3: Normal	4 hours	Partner business hours
Priority 4: Low	4 hours	Partner business hours

3.3 Knowledge Base

The partner is provided access to the knowledge base through the Network Management Portal. The knowledge base consists of articles and information which can aid in problem resolution.



4 Installation Auditing

Installation auditing is a value service offered with limited availability. It provides remote auditing of installation done by partners or their subcontractors and it is performed by an Ericsson resource from the Ericsson Private 5G remote deployment support team. The purpose of the service is the following:

- To achieve the required hardware installation quality of Ericsson Private 5G systems
- To perform checks in case of system issues which could be related to hardware installation
- To educate subcontractors in terms of Ericsson deployment standards

The service is performed before site activation but can also be delivered during runtime to exclude hardware installation as a source for issues observed during operation. The radio antenna planning, and antenna installation are excluded from this audit.

The service is conducted remotely through the Ericsson Remote Access 2.0 Platform. The following is required for the remote installation auditing service:

- Laptop or android/iOS-device
- Internet connection
- Video and voice-recording
- Fiber optic/copper cable tester
- Third party installer access to CPI

Contact the Ericsson Partner Account Manager for more details or requests to offer.



5 Lab Support

Lab support is a value service and it is only available for offerings where the system is purchased as lab.

Table 3 Lab Support

Support Service	Basic Managed Operations
Self-service portal	Unlimited access 24/7
Email support	Ericsson support response Mon–Fri between 8–17 enterprise local time
Phone support	Ericsson support response Mon–Fri between 8–17 enterprise local time
Incident reporting	Ericsson email support Mon–Fri between 8–17 enterprise local time
End-to-end solution consultative support	Ericsson email support Mon–Fri between 8–17 enterprise local time
Temporary remedy for software issues (SLO)	All priority levels within commercially reasonable efforts
CPE upgrades	Mon–Fri between 8-17 enterprise local time, after agreement with partner

Table 3 describes the lab support offering. Incident reports are handled as trouble tickets. Because of the nature of variation inherent in trouble tickets, the time spent in fault isolation and remedy procedure varies.

The end-to-end solution consultative support includes support with troubleshooting issues arising from use cases, device integration, or other external parameters.

In a typical lab environment, frequent equipment interventions generate many tickets and alarms. To reduce the amount of support tickets the consistent monitoring is turned off by default.

The responsibility split between Support T1 and Support T2 follows managed operations, described below for applicable parts.

No SLAs are provided with the lab support offering, meaning no SLA reporting is done towards partner. As described under 6.2.4 Service Level Priority, any identified issue is assigned a service level priority. For lab support, a remedy is provided within commercially reasonable efforts. During the troubleshooting, partner is informed of the progress within a commercially reasonable timespan.



6 Managed Operations

Managed operations is a service that covers monitoring, pro-active support, and life cycle management of Ericsson Private 5G. Managed operations is a value service. The Ericsson Private 5G starter package, with included base support subscription as a prerequisite.

6.1 Support Tiers

Ericsson provides support for Ericsson Private 5G, utilizing an omnichannel system for integrating Support T1 provided by partner and Support T2 provided by Ericsson. Support is available for systems in commercial use after handover from the deployment project.

6.1.1 Support T1

Support T1, offered by partner, has the following responsibilities:

- Primary interface for the enterprise to raise any issues with the Ericsson Private 5G product.
- Basic troubleshooting within scope of provided FAQs, such as basic questions for ruling out configuration, IT, and device issues
- Escalate issues to Support T2
- Conduct joint troubleshooting with Support T2 for Ericsson Private 5G-related issues as jointly agreed
- Issue ticket for replacement of confirmed faulty server hardware to server vendor

Support T1, offered by partner, has the following processes:

- Partner has access to the NMP dashboards
- Self-support with FAQs

Note: Ericsson is not expected to integrate with any partner tools.

Information on common support tickets can be found in the chapter Common Support Topics (to be Handled by Support T1) in the document Ericsson Private 5G Sales and Services Guide.

6.1.2 Support T2

Support T2, offered by Ericsson, has the following responsibilities:

- Proactive monitoring and issue resolution of Management as a Service (MaaS) and network services
- Crisis and troubleshooting escalations, based on tickets raised by partner and Support T1
- Provide Support T1 with FAQ articles and knowledge base
- Root-cause analysis ownership
- Provide software updates and upgrades for issue resolution, and configuration changes for issue remedy
- Create and maintain system alarms and notifications



- Troubleshoot suspected faulty hardware
- Raise order for replacement of faulty Ericsson equipment to the supply organization
- Return tickets with required server hardware replacements to partner for them to issue replacement ticket with server vendor

Support T2, offered by Ericsson, executes the following processes:

- Monitoring and proactive issue detection
- Ticket creation and remediation
- Knowledge base development
- Crisis management
- Lifecycle management

6.2 Operational Flow

The following figure depicts the operational flow of the support services from the enterprise submitting a trouble ticket, through the support services.

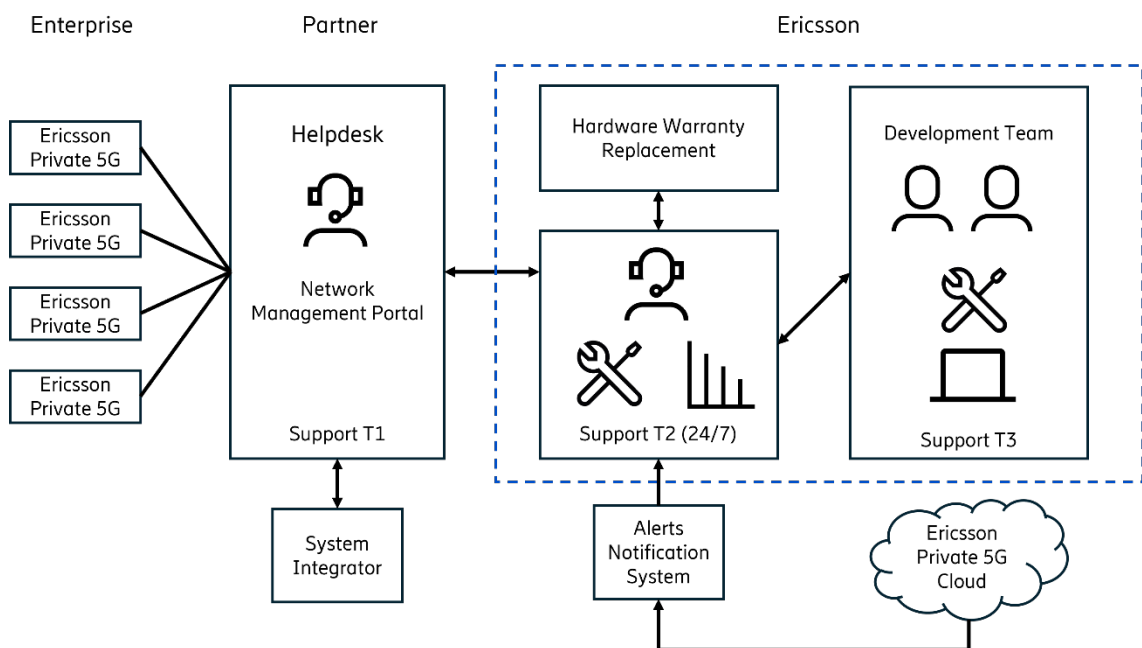


Figure 1 Support Operational Flow

Incidents that require code fixes by Ericsson are filed in the Ericsson bug tracking system and the bug tracking ID is added to the support system for reference.

Ericsson provides technical troubleshooting and provisioning support for Ericsson Private 5G for all issues and escalations that cannot be resolved by partner, including through remote network access as authorized by partner and enterprise.

Ericsson is responsible for the following:



- Providing partner with status updates and resolution of all trouble tickets and issues submitted by partner.
- Ericsson Network Support teams follow established escalation processes to resolve issues submitted by partner and engage other specialized teams to resolve issues as needed.
- Providing partner with articles and documentation relating to Ericsson Private 5G
- Providing partner with knowledge base articles for troubleshooting in NMP.
- Providing partner with continuous access to Ericsson-hosted support portals.
- Ericsson ensures that all online documentation regarding the product is current and accurate.
- Providing partner with continuous access to NMP.
- Ericsson notifies Support T1 teams of changes to supportable devices and equipment.
- Ericsson provides partner with documentation related to the initial launch of the product and training that can be necessary to support future enhancement and changes to the product.

Upon request from partner, Ericsson provides support-specific training to the partner at no additional cost, and at a mutually convenient time (no later than 15 calendar days before a commercial launch or major system update or upgrade). Training includes, but is not limited to, the following:

- Support T1-related issues
- Service configuration
- Basic troubleshooting practices

6.2.1 Support T1 Submission

If enterprise requires assistance with a specific issue that cannot be resolved by the designated Support T1 resources, the issue is escalated to Support T2. Support T1 utilizes the support system provided by Ericsson to escalate issues to Support T2. Requests from Support T1 can be submitted directly by email to ep5gsupport@ericsson.com or through the support widget in NMP.

To submit a Support T2 ticket, the following information is required:

Table 4 Support T2 Ticket Submission Details

Type	Details
Enterprise details	Organization, site, location, contact name, phone, and email
Ticket title	Make sure that the ticket title concisely summarizes the issue.
Priority	A ticket can be urgent (P1), high (P2), normal (P3), or low (P4).
Environment	Enterprise OS and browser configuration are necessary for a clear ticket report and is the best way to ensure proper problem replication.
User equipment	If the issue is specific to an end-user device, specify the device manufacturer, model number, and latest firmware version.



Ticket description	The ticket description provides details of the problem encountered. If several problems are encountered, these shall be reported as separate tickets. Include any specific error messages seen by the end-user. Note the date and time of the issue and what has been done by Support T1 to review and assess the issue.
Expected and actual results	Describe the expected result and the actual result to clarify the end-user effect (for example, adding a device connecting to the radio).
Reproduction steps	Specify the actions that caused the issue and whether the issue occurs 100% of the time, 1 in 3, or 1 in 10 times when the same steps are taken.
Screen capture	Provide a screen capture of the instance of failure with captioning to highlight the defect.

6.2.2 Ticket Response

Ericsson provides partner with regular ticket status updates by email. If the resolution time does not meet the targeted Service Level Objective (SLO), Ericsson provides partner with revised resolution target updates.

Ericsson provides partner with an acknowledgment of a reported issue and responds within the target time frames. The response includes the priority assigned to the ticket, any actions taken, immediate resolution if available, and any escalation plans.

A priority level shall be assigned to each issue submitted by partner based on the priority descriptions provided under 6.2.4 Service Level Priority. The initial Ericsson acknowledgment and resolution times begin when Ericsson is notified by partner.

6.2.3 Service Level Objectives

Ericsson offers three customer service levels: basic managed operations, managed operations 8/5, and managed operations 24/7. The following table lists the different SLOs for each service level:



Table 5 Basic Managed Operations, Managed Operations 8/5, and Managed Operations 24/7 Level Objectives

Support Service	Basic Managed Operations	Managed Operations 8/5	Managed Operations 24/7
Self-service portal	Unlimited access 24/7	Unlimited access 24/7	Unlimited access 24/7
Monitoring of Ericsson Private 5G system*	Mon–Fri between 8–17 enterprise local time	Mon–Fri between 8–17 enterprise local time	24/7
Email support	Ericsson support response Mon–Fri between 8–17 enterprise local time	Ericsson support response Mon–Fri between 8–17 enterprise local time	Ericsson support 24/7
Phone support	Ericsson support response Mon–Fri between 8–17 enterprise local time	Ericsson support response Mon–Fri between 8–17 enterprise local time	Ericsson support 24/7
Emergency escalation	Ericsson phone support Mon–Fri between 8–17 enterprise local time	Ericsson phone support Mon–Fri between 8–17 enterprise local time	Ericsson support 24/7
Incident reporting	Ericsson email support Mon–Fri between 8–17 enterprise local time	Ericsson email support Mon–Fri between 8–17 enterprise local time	Ericsson support 24/7
Temporary remedy for software issues (SLO)	All priority levels within commercially reasonable efforts	Priority 1 < 4 work hours Priority 2 < 8 work hours Priority 3 and 4 within commercially reasonable efforts	Priority 1 < 4 h, 24/7 Priority 2 < 8 work hours Priority 3 and 4 within commercially reasonable efforts
CPE upgrades	Mon–Fri between 8-17 enterprise local time, after agreement with partner	Mon–Fri between 8-17 enterprise local time, after agreement with partner	As per agreement with partner

*Monitoring is only valid for systems in commercial use and is agreed at handover.



6.2.4 Service Level Priority

The following subsections list definitions and examples of issues covered by the four priority levels:

- Priority 1: Urgent
- Priority 2: High
- Priority 3: Normal
- Priority 4: Low

6.2.4.1 Priority 1: Urgent

Priority 1 issues are urgent and have a significant impact on the end-user business operations and use of services due to connectivity problems. The issue ends operations without a procedural workaround. Priority 1 issues include, but are not limited to the following:

- Network services are down or unavailable.
- Critical functionality is unavailable.

The following priority 1 issues are site-specific:

- Data connectivity is lost, no provisioned devices are communicating.
- All radios are down, because of on-site power failure or cell down.
- Both network controllers are down.
- Baseband is down, meaning traffic impact is greater than 30%.
- The IRU is down, meaning traffic impact is greater than 30%.
- Power supply is down, meaning traffic impact is greater than 30%.
- The upgrade procedure failed.
- There is a continuous switchover between network controllers.

The following priority 1 issues are region-specific:

- Google Cloud Platform (GCP) is down, affecting all backend services including monitoring.
- The support system is down.
- The notification system is down.
- NMP is not reachable for several enterprises in the same region, because of Domain Name System (DNS) issues.
- Several sites show equipment down at the same time, because of DNS issues.

6.2.4.2 Priority 2: High

Priority 2 issues are high priority issues in which significant performance degradation is experienced, or major functionality is affected. Because of connectivity problems, end-user business operations are severely limited, and no reasonable workaround exists. Priority 2 issues include, but are not limited to, the following:



- Key features of the Management as a Service delivery are unavailable with no acceptable workaround. Operations can continue in a restricted manner.
- Service is operational but degraded to the point of major impact on enterprise connectivity usage.

The following priority 2 issues are site-specific:

- NMP is not accessible for a single site, but Core Site Services are functioning properly.
- The end-user is not able to add, remove, or modify devices in NMP but existing configured devices are functioning properly.
- Devices continuously disconnect.
- The VPN tunnel is down.
- Watchdog data is not shown in NMP.
- One or more radios are down.
- The Watchdog application has upgrade problems.
- One network controller is down, and the other network controller is functioning properly with no impact on network services.

The following priority 2 issue is region-specific:

- Security patches cannot be deployed.

6.2.4.3 Priority 3: Normal

Ericsson Private 5G is functioning and providing connectivity, but the enterprise is minimally impacted due to a non-critical error condition. Business operations continue to function, and a workaround is available to mitigate impacts of the issue. Issues that impact operation and maintenance functionality are also priority 3, such as problems with adding or deleting users or onboarding new devices.

6.2.4.4 Priority 4: Low

Ericsson Private 5G is functioning with no issues. General questions on functionality, enhancement requests, or documentation clarification are tracked in this category.

The following are examples of priority 4 issues:

- The end-user requests more feature details specific to scheduling deployments through NMP.
- The installer requests clarification on the steps for upgrading a Watchdog device.
- Details about a new feature are missing from the release notes.
- Additional feature descriptions are requested.



6.2.5 Available SLA by Service Level

SLAs are only offered to enterprise customers.

Table 6 SLAs by Service Level

Service	KPI	Formula	Basic Managed operations	Managed Operations 8/5 SLA	Managed Operations 24/7 SLA
Network services	Service Availability	Availability % = $((\text{Committed Minutes} - \text{Service Interruption Minutes for Network services}) / \text{Committed Minutes}) * 100$	Not applicable	$\geq 99.90\%$	$\geq 99.95\%$
Maas	Service Availability	Availability % = $((\text{Committed Minutes} - \text{Service Interruption Minutes for Maas}) / \text{Committed Minutes}) * 100$	Not applicable	$\geq 99.90\%$	$\geq 99.95\%$

Note: Managed operations 8/5 SLA for CPE equipment can only be during supported hours, i.e. 8-5.

6.2.5.1 Ericsson Support T2 Proactive Notifications

If Ericsson Support T2 team identifies a Priority 1 incident affecting an enterprise of partner before partner or Support T1 issue acknowledgment, Ericsson shall notify partner within 15 minutes of becoming aware of the incident.

The notice shall include the following:

- Description of the outage
- Date and time of the outage
- Geographic location
- Percentage of partners affected, if known
- Enterprise affected
- Estimated time to repair, if known
- Ericsson case number
- Outage bridge phone number and pin, if applicable
- Time of next update



6.2.5.2 Escalation Template

Ericsson channel partner manager or Ericsson local organization provides single point of contact for any escalation. Ericsson channel enablement lead provides contact names, titles, emails, and phone numbers.

Table 7 Escalation Template

Contact Level	Role or Title
Primary	Support Lead – Ericsson Private 5G
Secondary	Support Manager – Ericsson Private 5G
Executive	Director – Ericsson Private 5G

6.2.5.3 Notification System

The Ericsson Private 5G support model includes a notification system that provides actionable and reliable alerting. With integrations into enterprise-leading monitoring, ticketing, and chat tools, the notifications system can group alerts, filter out noise, and notify support users through multiple channels. The following key elements are part of the notifications system:

- Multiple alerting channels
- Alert enrichment
- Custom alert actions
- Alert customization and classification
- Alert life cycle tracking
- Alert and notification policies
- Heartbeats
- On-call management and escalations
- Advanced reporting and analytics

6.2.6 Upgrades

The role of the partner account manager is to communicate with enterprises when upgrades are available and provide feedback and insights to Ericsson related to scope of inbound calls to Support T1 teams.

Ericsson provides partners and enterprise with software updates and software upgrades, during a contracted term. Ericsson releases software upgrades and software updates from time to time at no additional charge.

Partner and/or enterprise is required to implement at least every third software upgrade and all mandatory software updates and upgrades, for example due to emergency correction packages, as notified by Ericsson. An exception is made for one Long Term Support (LTS) release branch every year.



Once a software upgrade or software update is available, Ericsson will notify partner and/or enterprise of such availability. In the event of an intended software upgrade or software update the partner will schedule a date with Ericsson for the installation and commissioning of such software upgrade or software update. The upgrades and updates are handled according to the subscription purchase. If such software upgrade or update is mandatory to install, the scheduled upgrade or update date must be within 90 days of the Ericsson notification of software upgrade or software update availability, failure to which results in the dedicated network being out of support (and therefore no longer subject to the support services or service levels), until such time as the relevant software upgrade or software update has been installed and commissioned. An exception is made for the LTS release branch.

Once partner schedules a date for the installation of the software upgrade or software update, Ericsson shall remotely perform the software upgrade or software update on the mutually agreed date scheduled. Ericsson is only required to provide support services for N-3 (where N is the latest release version of the software), for a period of 90 days from the date Ericsson notifies partner of the availability of the new version. An exception is made for the LTS release branch. Ericsson is not required to provide any support services, including monitoring and/or problem resolution and/or support, for software that is beyond N-3 or N-1 in case N was a mandatory software upgrade/update.

Should a software upgrade require partners or enterprise to make associated configuration or other related adjustments for continued access to the software, and the change is materially adverse to the enterprise, Ericsson will use commercially reasonable efforts to collaborate with partners to help minimize materially adverse impacts through existing support channels.

Failure to install software updates and software upgrades within the given timeframes may limit or invalidate the services provided by the Ericsson Private 5G solution. Ericsson does not assume any financial liability or offer any service credits for damage directly resulting from this case.

6.2.6.1 Cloud Management Software Upgrades

The cloud management is a cloud instance of the Ericsson Private 5G management software, acting as an intermediary between an Ericsson Private 5G site and NMP users.

Cloud hosting enables highly scalable data redundancy, performance, and load sharing for the Ericsson Private 5G applications.

Cloud management software upgrades are hitless from the enterprise perspective (some intermittence in NMP can be experienced) and precede a CPE software upgrade in the served geographical region. Ericsson delivers cloud software upgrades at least two times a year. Software release availability announcements are sent in writing to partner Support T1 by Ericsson Support T2.

6.2.6.2 Network Controller and Baseband Software Upgrades

Ericsson provides supervision and problem resolution according to definitions provided in the Life Cycle Plan.



Network controller and baseband feature release software upgrades are performed remotely by Ericsson during maintenance window agreed upon with the partner. It is scheduled by the site admin through NMP to avoid disruptions to on-site partner industrial operations.

Upgrades are always performed consecutively, as follows:

- Using remote secure access, the target CPE site upgrade is initiated remotely by Ericsson through the automated upgrade scripts. Management capabilities are temporarily disabled, and one network controller is taken out of service.
- There is a brief disruption to the traffic that was handled by the out-of-service network controller as the baseband moves the traffic to the other network controller.
- When the out-of-service network controller has been updated, there is a brief disruption to all traffic as the baseband moves the traffic to the updated network controller.
- The update process continues with the second network controller, taking it out of service and performing the update in the same way as with the first network controller.
- When both network controllers have been updated, there is a final disruption of the traffic for around 20–30 minutes while the baseband software is upgraded.

After completing the baseband software upgrade the process is completed, all management capabilities are restored.



Glossary

The following terms and acronyms are used in this document.

Table 8 Acronyms and Terms

Acronyms	Terms
CPE	Customer Premise Equipment
CPI	Customer Product Information
DNS	Domain Name System
FAQ	Frequently Asked Questions
GCP	Google Cloud Platform
IRU	Indoor Radio Unit
MaaS	Management as a Service
NMP	Network Management Portal
OS	Operating System
SLA	Service Level Agreement
SLO	Service Level Objective
VPN	Virtual Private Network



Appendix B: Contacts

Partner Account Managers:

- North America:
 - Tamela Hill / tamela.hill@ericsson.com
- Latin America:
 - Guilherme Hoffert / guilherme.hoffert@ericsson.com
- Japan:
 - Momotaro Hatanaka / momotaro.hatanaka@ericsson.com
- Europe, Middle East, and Africa:
 - Sophie Langer (Germany and Nordics) / sophie.langer@ericsson.com
 - William Hamber (UK, FR) / william.hamber@ericsson.com

Regional services enablement leads:

- North America:
 - Juan Flores / juan.f.flores@ericsson.com
- Asia Pacific and Latin America:
 - Jay Hollow / jay.hollow@ericsson.com
- Europe, Middle East, and Africa:
 - Evangelos Parpoulas / evangelos.parpoulas@ericsson.com