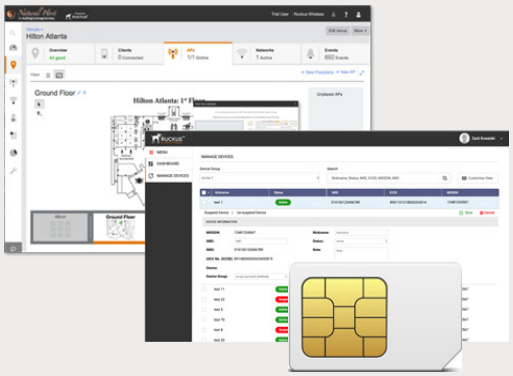
PRIVATE LTE CORE NETWORK SERVICE

LTE Core Network, SIM Management, SAS and AP Management Services for CBRS LTE Access Points

DATA SHEET



HIGHLIGHTS

LTE CORE NETWORK (EPC) AS-A-SERVICE

A Cloud-hosted enhanced packet core (EPC) as required for proper LTE operation. Performs subscriber authentication, mobility and other critical LTE functions.

SIM MANAGEMENT PORTAL

An interface to manage which subscriber identity modules (SIM cards) are allowed on the network.

CBRS SPECTRUM ACCESS SERVICE (SAS)

Determines available spectrum and provides access to CBRS channels

LTE AP MANAGEMENT PORTAL

An easy-to-use interface to configure and manage LTE access points. It is also a powerful cloud-based platform for day-to-day operations and monitoring of your LTE network.

SOFTWARE UPDATES

Automatic scheduled maintenance releases and major software updates.

PREMIUM TECHNICAL SUPPORT

Access to a specialized customer support team and response SLAs.

OVERVIEW

Ruckus Networks, an ARRIS Company, offers a broad portfolio of CBRS-capable LTE access points. Ruckus' LTE access points include indoor, outdoor and plug-ins to existing Ruckus Wi-Fi access points.

Private LTE networks using CBRS deliver higher network reliability, security, range, QoS, and mobility than is possible with unlicensed spectrum. Together with Ruckus LTE access points, the Private LTE Network Service provides everything you need to deploy a CBRS Private LTE network.... All you have to do is add client devices.

LTE CORE NETWORK (EPC) AS-A-SERVICE

- Cloud-based, for stability, unlimited scalability and zero upfront costs (CAPEX)
- Fully-compliant 3GPP EPC functionality, including mobility management (MME), packet gateways (SGW/PGW), and subscriber database (HSS) behind a secure gateway (SeGW)
- Maintains secure end-to-end LTE encryption all the way to the user device
- Three hosting locations across the US for geo-redundancy and minimal latency
- 99.9% uptime availability for peace of mind

SIM MANAGEMENT PORTAL

- Ready-to-use SIM management portal with no hassle of enabling or disabling purchased Ruckus SIM cards. Simply log in & activate your desired SIM cards on the network.
- Ability to name, list and search for specific devices
- Requires Ruckus Private LTE SIMs (sold separately)

CBRS SPECTRUM ACCESS SERVICE (SAS)

- Subscription to reliable FCC-certified Spectrum Access Server as required by CBRS rules.
- Full FCC Part 96 (CBRS) compliance
- Includes ESC protection from radar along coastal areas
- Supports both GAA and PAL tiers
- On-demand reports and analytics
- 99.9% uptime availability

LTE AP MANAGEMENT PORTAL

- Cloud-based portal for greater scalability and simplicity relative to traditional LTE management systems
- Simplified deployment with fully automated, self-organizing networking (SON), GPS timing and more
- Built specifically for unique CBRS requirements such as easily capturing AP coordinates (even indoors!), facilitating SAS service, and enabling sign-off by a certified professional installer (CPI)
- Full FCAPS management capability (fault, configuration, accounting, performance and security)
- Mobile app for ease of on-site install and management

SOFTWARE UPDATES

- Regular software maintenance and enhancements for LTE Access Points and all Private LTE Network Services components, for worry-free operation

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PREMIUM TECHNICAL SUPPORT

- 24x7 phone/chat/web technical support
- Access to the Ruckus Technical Assistance Center
- Access to CBRS specialist team for critical issue support
- Premium access to Ruckus Support Portal
- Uptime guarantees with accelerated response and escalation times (Service SLAs)

SERVICE SLAs

Platform	Annual Availability
LTE Core Network (EPC)	99.9%
SIM Management System (SMS)	99.9%
Spectrum Access Service (SAS)	99.9%
LTE AP Management GUI	99.9%

Support Escalation Paths	P1 Severity	P2 Severity
Technical Support Managers	30 minutes	2 hours
Technical Support Director and Sales Account Manager	1 hour	1 day
Ruckus Executive Staff	4 hours	3 days

Support Priorities and SLAs	P1 Critical	P2 High	P3 Medium	P4 Low
Priority Description	Network service is down, and business is impacted.	Network or service is impacted but not down. Business impact may be high.	Network or service is moderately impacted but most business remains functional.	Request for information, product documentation, or product enhancements.
Initial Response Time	15 minutes	1 hour	1 day	1 day
Customer Update Frequency	Every 1 hour	Every 12 hours	Per specified update frequency	Per specified update frequency
Initial Restoration Time	4 hours	8 hours	N/A	N/A
Initial Restoration Objective	Restore Services	Restore Services	N/A	N/A

All hours and days are calendar hours and days.

Notifications are fully automated through a CRM system.

ORDERING INFORMATION

Part Number	Description
CLD-NTWK-1001	Private LTE Core Network, 1 year license for 1 AP. Includes all features of CLD-RKSC-1001, LTE Core Network and CBRS Spectrum Access.
CLD-NTWK-3001	Private LTE Core Network, 3 year license for 1 AP. Includes all features of CLD-RKSC-3001, LTE Core Network and CBRS Spectrum Access.
CLD-NTWK-5001	Private LTE Core Network, 5 year license for 1 AP. Includes all features of CLD-RKSC-5001, LTE Core Network and CBRS Spectrum Access.
CLD-USIM-1001	Private LTE SIM, 1 year license for 1 user. Includes physical SIM card and access to Private LTE Network. Requires a CLD-NTWK package.
CLR-USIM-1001	Private LTE SIM Renewal, 1 year license for 1 user. Includes access to Private LTE Network. Requires a CLD-NTWK package.

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