

## Fulfillment

### A. Junxion direct sales

- Cingular team contact at right helps qualify and facilitate
- Distributor performs Junxion fulfillment/distribution role
- Cingular provides modem/activation
- Customer architects solution, configures, installs
- Pricing:
  - Junxion Box JB-110e (Ethernet LAN only): \$599<sup>1</sup>
  - Junxion Box JB-110b (Ethernet & Wi-Fi LAN): \$699<sup>1</sup>

### B. Junxion Complete™ turn-key solutions

- Cingular team contact at right helps qualify and coordinate with Cingular and Junxion Complete partners for one or more of the following services:
  - Solution architecture
  - Component purchasing (Junxion & accessories)
  - Project management
  - Installation (nationwide, guaranteed)
  - Post-deployment support
- With or without DSP co-sale (possible additional Junxion product price discounts if co-sale)
- For more information contact Junxion's Cingular team contact at right

## Resources

### Cingular team page

- Collateral, online demos, offers, what's new, etc.
- Visit/bookmark: [www.junxion.com/cingular](http://www.junxion.com/cingular)

### Junxion Box trial kits

- Customer trial pool owned by Junxion, managed by Cingular
- Assistance: Junxion's Cingular team contact (see right) facilitates a Solution Support Schedule test plan
- Request: Visit [www.junxion.com/cingulardemos](http://www.junxion.com/cingulardemos)
- Setup: Junxion's Cingular team contact (see right) can set up each customer trial kit on hosted Field Commander ([www.junxion.com/fieldcommander](http://www.junxion.com/fieldcommander)) remote management. This is an important component of the Junxion solution that customers need to evaluate.

### 30-day return policy

Available on the first single unit purchased by a customer (ask a Cingular contact at right for details).

## Support

### Cingular team

Junxion's primary contact for Cingular personnel:

#### Geoff McNeely

Channel Partnership Manager – Cingular  
Junxion, Inc.  
Mobile: 206-321-9192  
[gmcneely@junxion.com](mailto:gmcneely@junxion.com)

Pre-sales Solution Architect support is available.

### Technical

In many cases the quickest path to an answer will be found through resources, such as a FAQ, located here:

[www.junxion.com/support](http://www.junxion.com/support)

To reach someone at technical support who is most relevant to a specific issue, contact us via web form located here:

[www.junxion.com/support](http://www.junxion.com/support)

Telephone technical support is also available:

888-872-5269 (press 3)



1. MSRP, listed for reference purposes. Orders of 25 units or more should be considered build to order (exceptions possible, depending upon inventory status). Distributor provides inventory status, volume discounts and accessory pricing.

# Solution Support Schedule

## customer project communication program

The Solution Support Schedule (“SSS”) consists of calls starting with early identification of a customer project through the proposal phase. The sequence and agendas of SSS calls are based on Junxion’s best practices that were developed in the course of supporting over 800 enterprise and government customers.

Junxion Channel Partnership Managers are ready to help facilitate the SSS process, which increases the efficiency of all participants in a customer project.

### Call 1: Project Qualification

**When:** As early as possible

**Who:** Junxion CPM with Cingular sales team or dealer (“Junxion/carrier”)

**Goal:** To verify whether a Junxion Box customer trial is relevant and warranted

#### Agenda

Discuss/define:

- SSS and team overview
- Compelling customer issues
- Specific application(s) and scope of project
- Potentially applicable Junxion features
- Possible required resources (accessories, third party components, systems integration, installation, etc.)

### Call 2: Customer Requirements

**When:** After call 1, ASAP

**Who:** Junxion/carrier with customer

**Goal:** Prepare customer for an effective/efficient trial and subsequent steps

#### Agenda

Discuss/define:

- SSS and team overview
- Customer functional requirements
- Scope and schedule of demo and overall project
- Potentially applicable Junxion features to be tested
- Success criteria for trial
- Relevant deployment options
- Field Commander setup for trial testing
- Trial schedule, request and return process

### Call 3: Trial Kickoff

**When:** After trial kit delivered, ASAP

**Who:** Junxion/carrier with customer

**Goal:** Prepare Junxion Box for testing and schedule trial check-in call

#### Agenda

Discuss/define:

- Receipt of trial kit
- Junxion Box setup
- Field Commander introduction/configuration
- Test plan and support resources
- Relevant Junxion features to be tested
- Trial schedule, request and return process

### Call 4: Trial Check-in

**When:** Two weeks after call 3

**Who:** Junxion/carrier with customer

**Goal:** Verify status of trial relative to success criteria; ensure achievement of success criteria

#### Agenda

Discuss/define:

- Trial progress versus success criteria
- Questions or issues
- Additional customer applications/uses

### Call 5: Trial Results

**When:** Upon close of trial

**Who:** Junxion/carrier with customer

**Goal:** Identify deployment plan and schedule call 7

#### Agenda

Discuss/define:

- Results versus plan
- Successes and challenges
- Deployment plan, including possible third party support

### Call 6: Proposal Preparation

**When:** After call 5, ASAP

**Who:** Junxion/carrier and possible deployment support partner

**Goal:** Prepare quote/proposal and plan for customer

#### Agenda

Discuss/define:

- Team introduction and role assignment for each area in deployment plan (integration, activation, accessories, etc.)
- Proposal terms and recommendations
- Deployment schedule

### Call 7: Proposal Delivery

**When:** Within 1 week following call 5

**Who:** Junxion/carrier and possible deployment support partner with customer

**Goal:** Deliver quote/proposal and plan for customer

#### Agenda

Discuss/define:

- Quote/proposal
- Questions and answers
- Deployment plan next steps and schedule