WalkerFirst Services Overview

Walker understands that selecting a services vendor is a strategic decision that is essential in your network deployment's success. Your subscribers depend on you to deliver reliable, high-speed Internet connections that are critical to your community's future development and well-being.

With a 50+ year legacy of supporting service providers, utilities, and government organizations with their network deployments, Walker equips customers with the formula for success. WalkerFirst certified engineers and technicians help you plan, deploy, and maintain your network, and while our expansive range of logistics services provides customers with worry-free supply chain management.

WalkerFirst Services cover the entire spectrum of solutions you need to support your expanding broadband network. Walker leverages relationships with over 750 supplier partners while leveraging our state-of-the-art distribution and integration center to offer a one-stop-shop for all of your network components.

Logistics	Asset Management	Manufacturer Partnerships	ISO 9001:2015 Certified
Equipment staging and efficient logistics services with 99.9% shipping accuracy.	Expertise in warehousing, asset management, barcoding, scanning, configuration services, and more	Delivering a portfolio of more than 400 industry leading manufacturers.	Improve efficiency through continual process improvement

NETWORK ADVISORY, DESIGN, PLANNING
Networks designed to support current demand and future growth

MULTI-VENDOR CUSTOM CONFIGURATIONS
Validated and tested to ensure optimal performance and value

PRE-WIRED ENCLOSURES AND CABINETS
Customized for your deployment needs

CUSTOM NETWORK DEPLOYMENT KITS
Rapid deployment of equipment and network solutions

PRE-CONFIGURED EQUIPMENT
Pre-staged and vetted from the core network to customer premises

PRE-CUT FIBER
Bulk fiber cable in stock and ready to ship

CUSTOMER ASSET MANAGEMENT PROGRAM (CAMP)
Online tracking of your orders, assets, and delivery in real-time

INSTALLATION SERVICES
Certified engineers, installers, project managers are ready to deliver a complete solution

MANAGED SERVICES
From best-in-class SDN and NFV offerings to fully managed network and support services

MAINTENANCE SERVICES
Streamlined access to OEM certified engineers and flexible SLA options

WalkerFirst Professional Services Methodology

The WalkerFirst Professional Services team guides you through the advanced discovery, assessment, and planning activities that are foundational to project success.

PLAN

WalkerFirst Project Managers orchestrate a series of discovery and planning sessions to validate the overall solution and design requirements as they prepare your teams for install.

WalkerFirst Network Architects develop the high and low level design documents that serve as a blueprint for the network configurations and equipment installations.
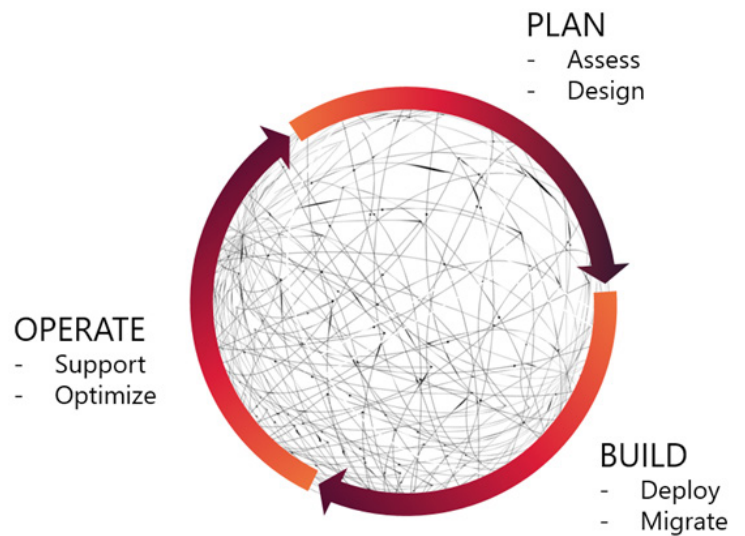
BUILD

With a wealth of first-hand experience implementing carrier networks and leading network technologies, WalkerFirst Implementation Engineers develop, test, and deploy configurations that provide reliable, high-performance service that scales as you add new customers and workloads to your network.

The WalkerFirst Services team leverages Walker's 50-year legacy in distribution and logistics to equip our Installation teams for streamlined equipment deployment. Supported by remote Implementation Engineering resources, WalkerFirst Installation Technicians support the testing and validation of your configurations.
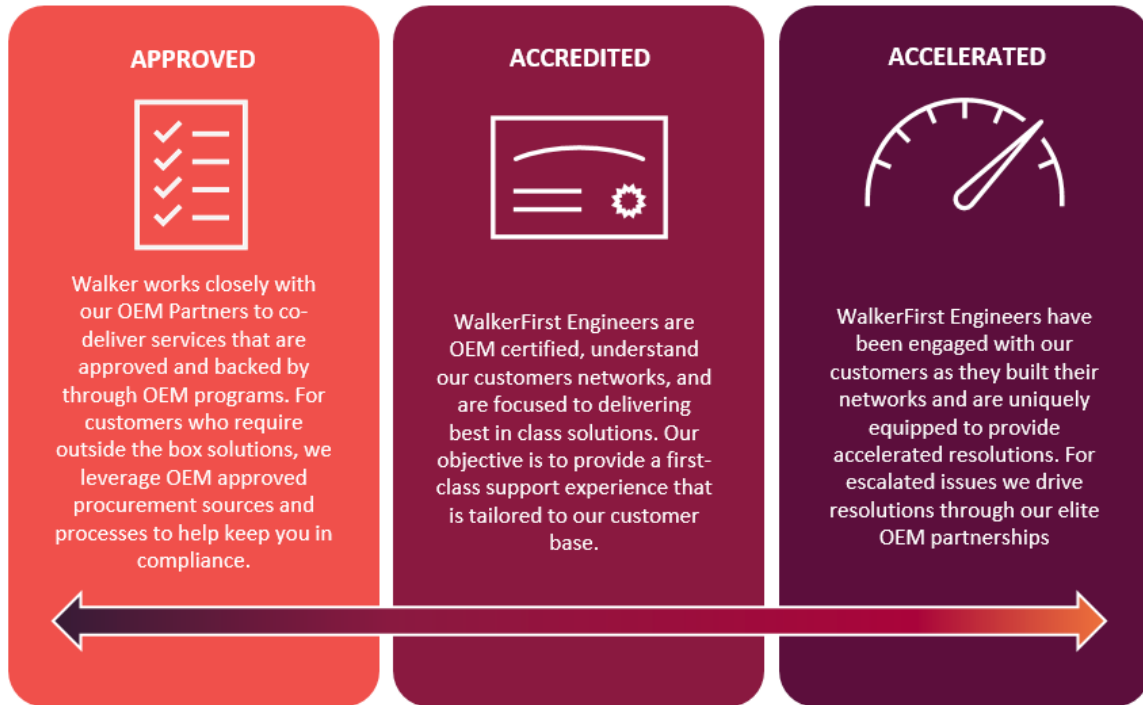
OPERATE

WalkerFirst Professional Services team hands off your new network components with a complete set of documentation, including the as-built reference materials and MOPs used to implement and validate your solution. Walker's Engineers provide ongoing support with knowledge transfer as you take over operations of your new network.

LEARN MORE: What to Expect – WalkerFirst Professional Services

WalkerFirst Advanced Care

WalkerFirst is dedicated to supporting the full life cycle of our customers. We helped you build your network, and now we are here to provide ongoing support you as you operate your network. Experience the AAA advantage with WalkerFirst Advanced Care; Approved, Accredited, Accelerated. WalkerFirst Advanced Care programs are approved and backed by our OEM partners. WalkerFirst Engineers and Technicians hold certifications and accreditations for multiple leading OEM platforms. The expanded team at Walker is up to speed on your account's history and solution design. When you need support, we are ready to serve you, and will stay engaged to provide solutions until your network is operating smoothly again.

APPROVED	ACCREDITED	ACCELERATED
Walker works closely with our OEM Partners to co-deliver services that are approved and backed by through OEM programs. For customers who require outside the box solutions, we leverage OEM approved procurement sources and processes to help keep you in compliance.	WalkerFirst Engineers are OEM certified, understand our customers networks, and are focused to delivering best in class solutions. Our objective is to provide a first-class support experience that is tailored to our customer base.	WalkerFirst Engineers have been engaged with our customers as they built their networks and are uniquely equipped to provide accelerated resolutions. For escalated issues we drive resolutions through our elite OEM partnerships

CASE FLOW DESCRIPTION

Your calls are answered 24/7 by WalkerFirst Engineers who hold the certifications and expertise to provide remediation and diagnostic support for both software and hardware related issues. WalkerFirst Advanced Care engineers efficiently resolve a majority of cases during the first call. If OEM escalation is required, we help escalate your case to our Level 3 OEM counterparts and continue to stay engaged through-out the process to assist with proactive escalation and communication.

With every service request, you can expect:

- Expert assistance by telephone or email for information related to product use and troubleshooting.
- Response times within 15 min - P1 (Critical – Service Down), 30 min – P2 (High – Service Impaired),
  4hr – P3 (Medium - Minor Impact) and 8hr - P4 (Low - Inquisitive).
- You will receive status updates at regular intervals, and we will proactively drive open issues to resolution.
- We will continue our efforts until you are satisfied that your network has returned to the performance levels attained prior to the discovery of your problem.
- If at any time you are not satisfied with Advanced Care Support, you can escalate your request.

Network Deployment and Logistics Services

Accelerate progress and optimize results with WalkerFirst's comprehensive portfolio of network deployment and logistics services. We maintain a thorough and efficient distribution system that makes it simple for you to purchase and install the products you need. We save our customers time and money with logistics expertise in warehousing, asset management, barcoding, scanning, configuration services, custom network deployment kits, and more.

ENHANCED LOGISTICS AND TRACKING

Maximizing resources through effective allocation, tracking, and reporting is within your reach. Since 1970, Walker has assisted customers with more than simply acquiring inventory to build networks. We know how to save you money, make you more efficient and more profitable.

Customer Asset Management Program (CAMP)

CAMP enables customers to outsource logistics support for customer-owned material. We stock and distribute your products as needed and arrange shipping to you in tandem with other newly ordered products.

You choose the level of CAMP service you need. Our services can be selected as individual programs or a combination of CAMP services for a multi-faceted program, bringing value to your business.

Through our extensive logistics expertise, Walker will customize a package to meet your specific requirements and provide a tailored CAMP solution which includes the following services:

• Warehousing, logistics, and management of customer-owned inventory
• Bar-coding and scanning
• Asset tagging
• Serial number tracking
• Web-based asset reporting and tracking
• Customized network deployment kits
• Software and firmware loading
• Configuration loading
• Customer-owned/consignment inventory management

Warehouse and Asset Management

Walker's primary distribution center is located in Winston-Salem, North Carolina, near our corporate headquarters. This facility boasts 155,700 square feet of climate-controlled warehouse space, including designated space for customer-owned inventory management, kitting, integration, & cabling departments.

Walker ensures that our customer's orders are efficiently processed and trackable through order and life cycle. Walker's customer-owned materials service includes the creation of a "custom" warehouse within Walker's current MRP system, including the incorporation of all customer owned part numbers.

Walker can provide options for a customized solution that includes local asset storage and administration if desired.

Custom Network Deployment Kits

The Walker Account team will work with you to map out your network deployment strategy. We can help you streamline the ordering and fulfillment by combining multiple part numbers from a variety of manufacturers as one part number, customized for you. Your custom kit serves as one line item on a purchase order, with all of the items in the kit are packaged together.

Supply Chain Management

Walker leverages more than 50 years of expertise and established relationships with 750+ suppliers to facilitate streamlined delivery of the equipment and materials you needed to fulfill your current and projected orders.

Walker's services help accelerate schedules, control costs, and ensure high-quality outcomes during the planning, deployment, and maintenance of the networking solutions we sell. We assist customers in solving business challenges and increasing their ability to meet project deliverables.

Full-Service Custom Fiber Solutions

As operators upgrade and modernize their networks to keep pace with growing demands from new technologies, partnerships with trusted professionals is essential. Walker is uniquely poised to be your OSP partner, not only with fiber cable, but also with the associated equipment and services that matter to anyone involved in designing, building, and maintaining networks.

Walker Fiber Cable Facility

Walker maintains a full-service fiber cable facility at its Winston-Salem, NC Distribution Center. This resource, dedicated to stocking large fiber reels, enables Walker to support customer fiber demands. With 24,000 square ft of outdoor space allocated, Walker currently stocks more than 4 million feet of bulk cable from multiple manufacturers in addition to the fiber equipment necessary for FTTx projects, central office redesigns, and more.

Fiber Cutting and Re-spooling Services

Fiber cutting, re-spooling, and an expansive inventory of outside plant bulk fiber cable have positioned Walker to support customer project needs no matter what the project size. In addition to our local inventory, Walker also works hand in hand with our strategic manufacturer partners to maintain stocking positions and to ensure priority access to in-demand materials. Walker will ensure that your fiber is cut, prepped, and packaged according to project guidelines to facilitate rapid deployment.

Pre-Wired Enclosures and Cabinets

Simplify network installation with a diverse portfolio of indoor/outdoor enclosures, cabinets, pedestals, fiber distribution hubs, building entrance terminals, cross-connect cabinets, backhaul cabinets, and more.

Walker provides a diverse offering of outside plant (OSP) products and solutions supported by industry-leading technologies. The large number of manufacturers that we represent allows us to combine the best products from each manufacturer to provide high performance, turnkey multi-vendor solutions. Walker offers warehousing solutions to meet various OSP product needs. Our indoor and outdoor storage facilities with material handling capabilities accommodate many large multi-node deployments.

Splicing and Termination

Walker can order splice enclosures and trays in a variety of configurations based on your network topology and overall solution requirements. We will work with you to help evaluate each of your unit specifications and corresponding configuration requirements. Our product experts will help you select the optimal splice enclosures and components to fulfill each unique use case within your network and will help provide custom kitting and configuration options to streamline the network deployment process.

Integration and Preconfiguration

Co-located in Walker's logistics and distribution center is a 26,000 square foot environmentally controlled, integration and configuration facility with a forty rack staging area for pre-configuring hardware and provisioning equipment before on-site installation. Our staging facility reduces the number of on-site processes, project management time, and installation time. Our networking lab also is available as an educational tool for live customer demonstrations.

Walker's highly skilled technicians thrive on perfectionism to ensure your equipment gets the best in assembly, testing, and packaging available in the business.

- Equipment is carefully mounted and cabled
- Walker performs testing that simulates network operation
- Walker performs visual inspections in adherence to industry standards
- Walker works to ensure that each configuration is integrated, manufactured, and tested exactly like the one before.
- Walker configures software for customer applications
- Walker provides high-quality packaging to ensure the product arrives damage free.

Why Walker

Solid Financial Status and Support

In July 2021, USTC Corp, a leading value-added distributor and one-stop shop of telecommunications materials and supply chain solutions headquartered in Edison, NJ, acquired Walker and Comstar Supply. Together, Walker, USTC Corp, and Comstar Supply remain dedicated to ensuring that our customers and suppliers continue to receive the same level of care, commitment, and quality that they have enjoyed for more than 70 years combined, while taking advantage of our increased global purchasing power.

Backed by Washington, D.C. headquartered global investment firm, Carlyle, USTC and the global ETC Group including Walker and Comstar Supply broadens its support profile with:

• Over $1B in sales revenue
• Over 400 employees in the US and over 1100 worldwide
• Over 950,000 sq feet of indoor and outdoor warehouse and storage capacity across seven US
  distribution centers
• A portfolio of 17,000+ state-of-the-art products available from over 700 industry leading manufacturing
  partners, and the best in logistics solutions

Strategic OEM Partnerships

ADTRAN
#1 Service Provider Distributor for 17 Consecutive Years

ADVA
Top Tier Value Added Partner Since 2010

CAMBIUM NETWORKS
Cambium ConnectedPartner Platinum

CIENA
Ciena Partner Network (CPN) Elite Status and Accredited Ciena 6500 Series Install / Implement Partner

COMMSCOPE
National Distribution Partner

CORNING
Gold Status Distribution Partner

FORTINET
Advanced Integrator Partner

JUNIPER NETWORKS
Elite Partner since 2011; Telco Partner of the Year 2014, 2015, 2018; Americas Partner of the Year 2018; Americas East Partner of the Year 2018; Service Provider Partner of the Year 2020

NOKIA
Expert Level in Private Wireless and Microwave Technologies

RAD
Leading Solutions Partner Since 2006

TELCO SYSTEMS
#1 Volume Distributor in North America Since 2012

VERTIV
Authorized Distribution Partner

VIAVI
Authorized Distribution Manager

ZYXEL
Stocking Distributor Since 2010

Association Memberships

As an active member of multiple state, regional and national industry associations, Walker is strategically engaged with organizations supporting telecommunications markets. We are proud members of the following associations. Additionally, we demonstrate our commitment through event sponsorships, contributing educational content, advertising, and exhibiting at conferences and expos.

NATIONAL ASSOCIATION MEMBERSHIPS

STATE AND REGIONAL ASSOCIATION MEMBERSHIPS

Alaska Telecom Association **(ATA)**

Arizona-New Mexico Telecom. Association **(ANMTA)**

Arkansas Telecommunications Association **(ATA)**

Broadband Association of North Dakota **(BAND)**

California Communications Association **(CalCom)**

Colorado Telecommunications Association **(CTA)**

Georgia Telecommunications Association **(GTA)**

Illinois Telecommunications Association **(ITA)**

Indiana Broadband & Technology Association **(IBTA)**

Iowa Communications Alliance **(ICA)**

Kentucky Telecom Association **(KTA)**

Louisiana Telecommunications Association **(LTA)**

Minnesota Telecom Alliance **(MTA)**

Montana Telecommunications Association **(MTA)**

Nebraska Telecommunications Association **(NTA)**

Nevada Telecommunications Association **(NTA)**

New York State Telecom. Association **(NYSTA)**

North Dakota Telephone Association **(NDTA)**

Ohio Rural Broadband Association **(ORBA)**

Ohio Telecom Association **(OTA)**

Oklahoma Telephone Association **(OTA)**

Oregon Telecommunications Association **(OTA)**

Pennsylvania Telephone Association **(PTA)**

State Independent Tel. Association of Kansas **(SITA)**

SC Telecom. and Broadband Association **(SCTBA)**

South Dakota Telecommunications Association **(SDTA)**

Telephone Association of New England **(TANE)**

Tennessee Broadband Association **(TBA)**

Texas Statewide Telephone Cooperative Inc. **(TSTCI)**

Texas Telephone Association **(TTA)**

Utah Rural Telecom Association **(URTA)**

Virginia Telecommunications Industry Association **(VTIA)**

Wisconsin State Telecom. Association **(WSTA)**

Wyoming Telecommunications Association **(WTA)**

ELECTRIC COOPERATIVE ASSOCIATION MEMBERSHIPS

Alabama Rural Electric Association **(AREA)**

Minnesota Rural Electric Association **(MREA)**

Ohio's Electric Cooperatives **(OEC)**

Oregon Rural Electric Cooperative Association **(ORECA)**

Pennsylvania Rural Electric Association **(PREA)**

South Dakota Rural Electric Association **(SDREA)**

Tennessee Electric Cooperative Association **(TECA)**

Texas Electric Cooperative **(TEC)**

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Telecommunications Supply Leadership Since 1970