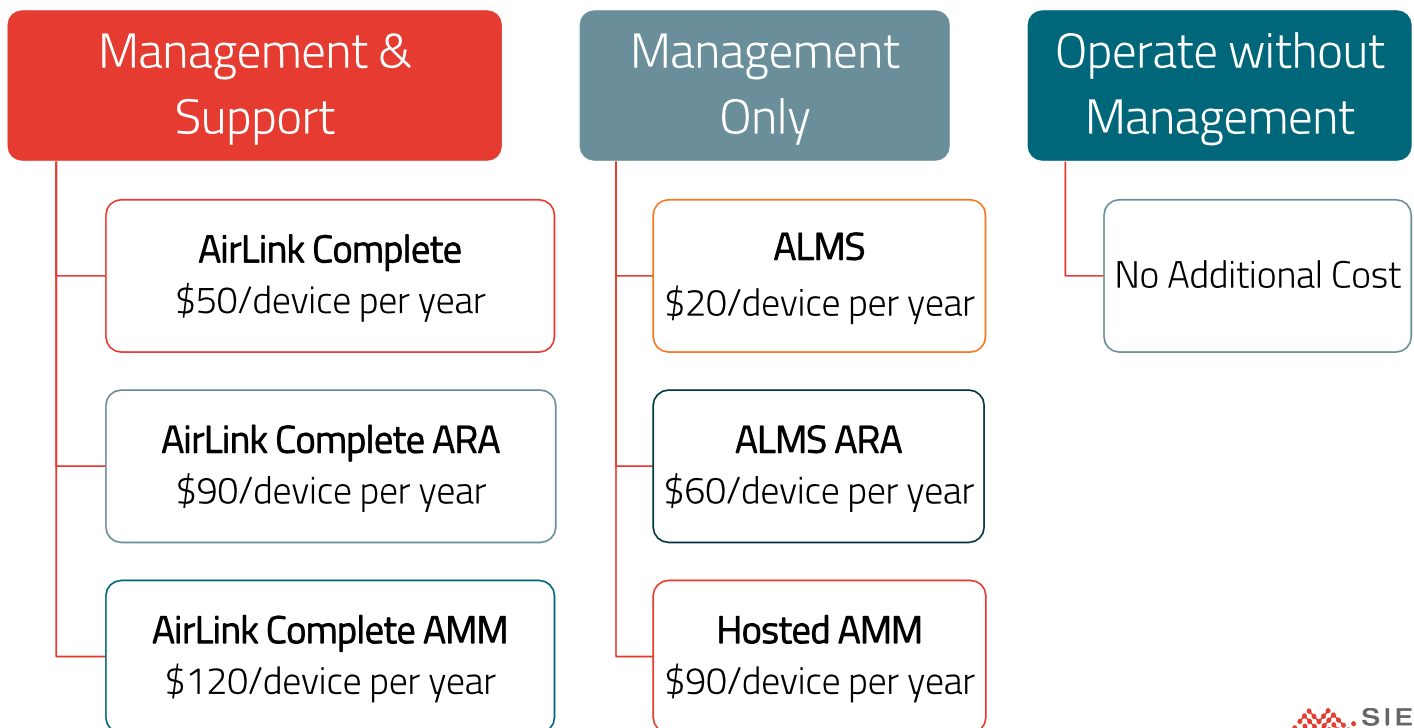


What does AirLink® Complete include ?

	AirLink Complete
Supported Devices	LX, LS, ES, GX, RV, MP Series
Service Level	
Technical support (phone or online) 6:00 a.m. to 5:00 p.m. PT	✓
Service level targets	✓
Emergency Support 24/7/365	✓
Network Management	
Network management included	ALMS
Extended Hardware Warranty	
Extended hardware warranty (max. 5 years from purchase)	✓



Customer Renewal Options – Year 2 and Beyond



Ordering Examples for AirLink Gateways and Routers

5 Year Example – Management & Support	Qty	SKU	Unit Price	Total
RV50 – includes 1 year of AirLink Complete	1	1102555	\$589	\$589
AirLink Complete – additional years	4	9010279	\$50	\$200
Total Cost – 5 years				\$789

5 Year Example – Management Only	Qty	SKU	Unit Price	Total
RV50 – includes 1 year of AirLink Complete	1	1102555	\$589	\$589
ALMS - additional years	4	9010177	\$20	\$80
Total Cost – 5 years				\$669

Device Purchase Only	Qty	SKU	Unit Price	Total
RV50 – includes 1 year of AirLink Complete	1	1102555	\$589	\$589
Total Cost – 5 years				\$589



AirLink Complete Support vs. Partner Value Add

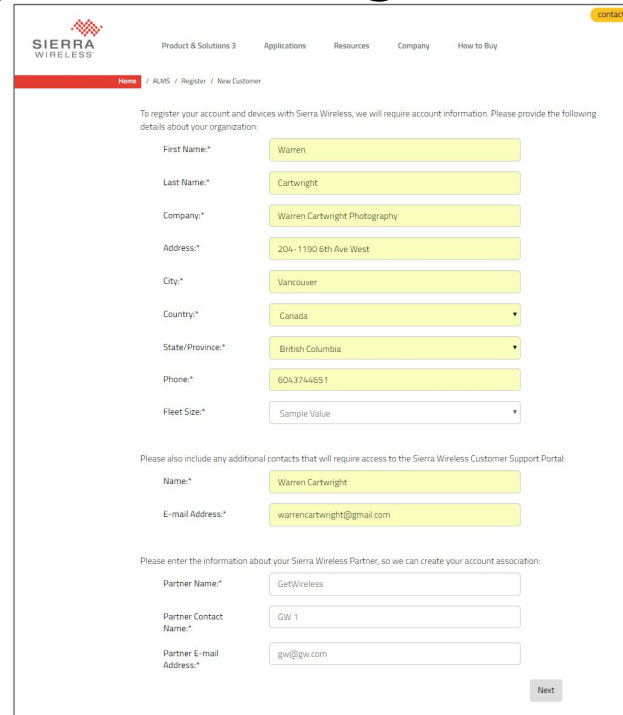
- Telephone support
 - General product questions
 - “How do I...”
- ALMS support
 - Detailed product support
 - Help with bulk password changes, security enhancements
- Template creation and management
 - Customer SKUs for deployment
- System Integration and best practices
- SIM insertion and provisioning
- Accessories, antennas, power supply options
- Providing supporting peripheral devices e.g. RTUs, PLCs



Register devices to claim Support and Management

- Partner or Customer can complete device registration
- Register within 60 days
 - Of receipt from an authorized Sierra Wireless channel partner
- Effective January 1st, 2019
- Devices purchased after December 1st, 2018 registered within 60 days are eligible

Partner Name: Global Phone Company
Partner Contact: GPC
Partner email: cs@wirelessphonegallery.com

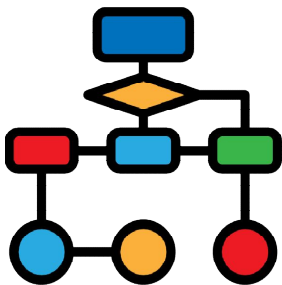


The screenshot shows the 'New Customer' registration page on the Sierra Wireless website. The page includes a navigation menu with 'Product & Solutions 3', 'Applications', 'Resources', 'Company', and 'How to Buy'. The main content area is titled 'Register / New Customer' and contains a form with the following fields: First Name (Warren), Last Name (Cartwright), Company (Warren Cartwright Photography), Address (204-1190 6th Ave West), City (Vancouver), Country (Canada), State/Province (British Columbia), Phone (6043744651), and Fleet Size (Sample Value). Below these fields, there is a section for additional contacts with fields for Name (Warren Cartwright) and E-mail Address (warrencartwright@gmail.com). At the bottom, there is a section for partner information with fields for Partner Name (GetWireless), Partner Contact Name (GW 1), and Partner E-mail Address (gw@gw.com). A 'Next' button is located at the bottom right of the form.



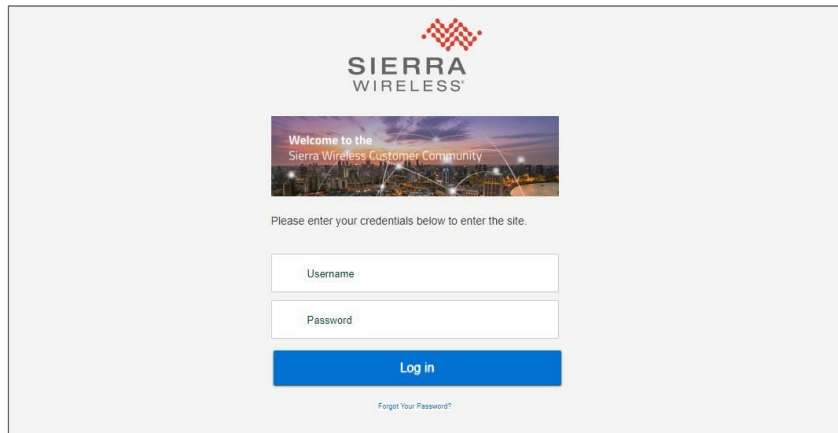
How do I Register my Devices?

- Go to <https://sierrawireless.com/complecare/register/new-customer/>
- Fill in the details requested and submit
- What information do I need?
 - ALMS account name (if you have one)
 - General company information
 - List of authorized people to contact Customer Support
 - List of serial numbers and IMEIs for the devices to be registered



Accessing Customer Support

- Customer Support Portal
 - <https://customercommunity.sierrawireless.com>
 - Use the credentials provided to you via e-mail
- Telephone
 - Call toll free: 1-877-687-7795
 - Follow the voice prompts



The screenshot shows the login page for the Sierra Wireless Customer Community. At the top center is the Sierra Wireless logo. Below it is a banner image with the text "Welcome to the Sierra Wireless Customer Community". Underneath the banner is the instruction "Please enter your credentials below to enter the site." There are two input fields: "Username" and "Password". Below these fields is a blue "Log in" button. At the bottom center, there is a link that says "Forgot Your Password?".



ALMS Evolution – the End of the Free Tier

- With the introduction of AirLink CompleteCare, all customers have access to ALMS included for the first year
- We are ending support of the Free Tier at the end of 2018
- What does this mean?
 - No more Free Tier accounts will be created after January 1, 2019
 - Existing Free Tier accounts will be converted to Standard accounts on April 1, 2019
 - We will communicate this change in writing to all Customers
 - All Free Tier accounts will have tokens credited to their accounts to run through Dec 31, 2019

