

Flexible Approach, Outstanding Experience

As of January 1, 2019 every AirLink® router* purchase includes one year of AirLink Complete



AirLink
Router*



**AirLink
Complete**
ALMS
Customer Support
Warranty

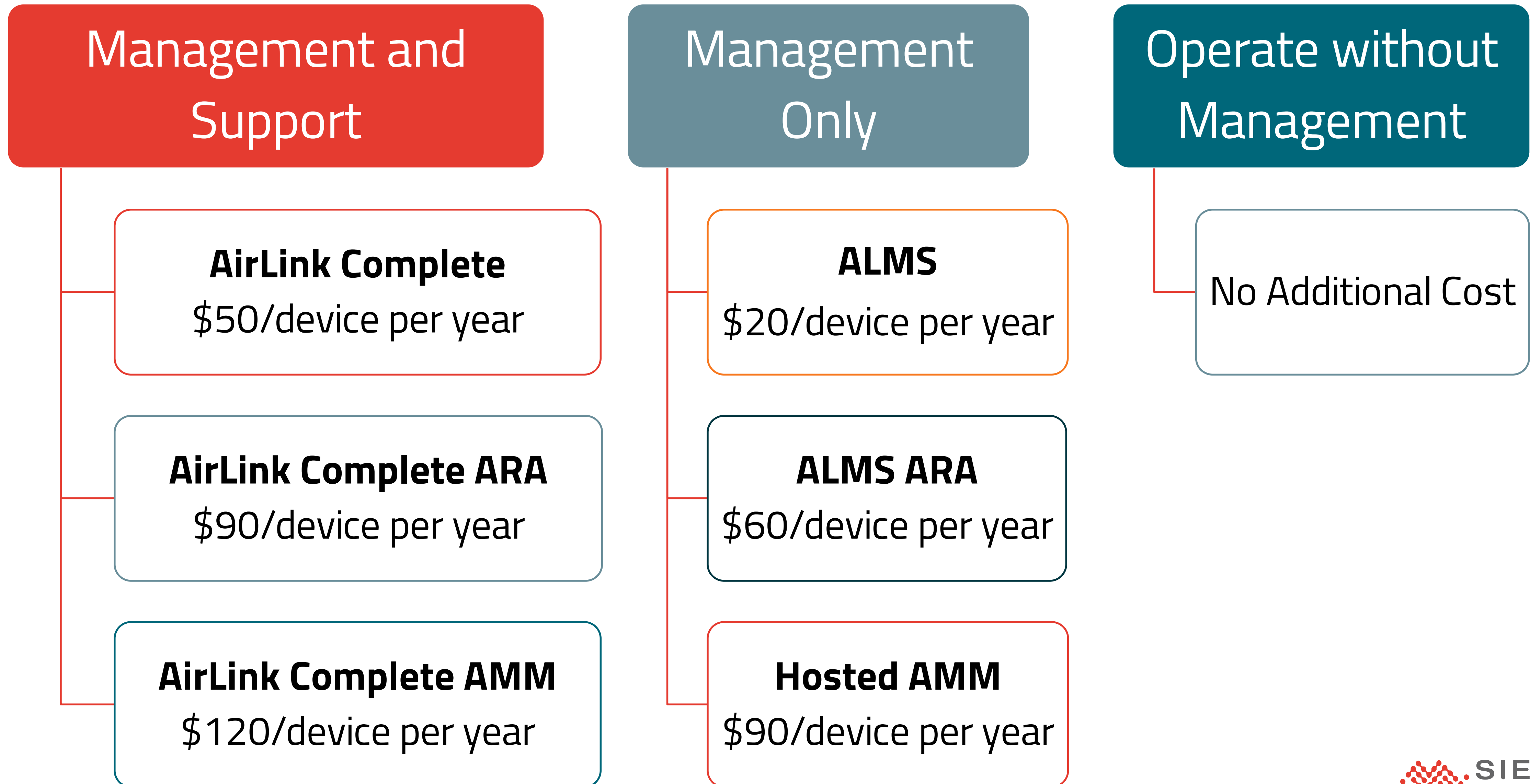
*Excludes MG90

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)	✓

*RMA process is unchanged

Customer Renewal Options – Year 2 and Beyond



How Does Warranty Work with AirLink Complete?

<p>AirLink Complete (included in device purchase)</p> <p>Management Support</p>	<p>AirLink Complete \$50/device/year</p> <p>Management Support</p>	<p>AirLink Complete \$50/device/year</p> <p>Management Support</p>	<p>AirLink Complete \$50/device/year</p> <p>Management Support Warranty</p>	<p>AirLink Complete \$50/device/year</p> <p>Management Support Warranty</p>	<p>AirLink Complete \$50/device/year</p> <p>Management Support</p>
<p>Device Warranty – 3 Years included in purchase price</p>					<p>No Warranty extension beyond year 5</p>
<p>Year 1</p>	<p>Year 2</p>	<p>Year 3</p>	<p>Year 4</p>	<p>Year 5</p>	<p>Year 6</p>

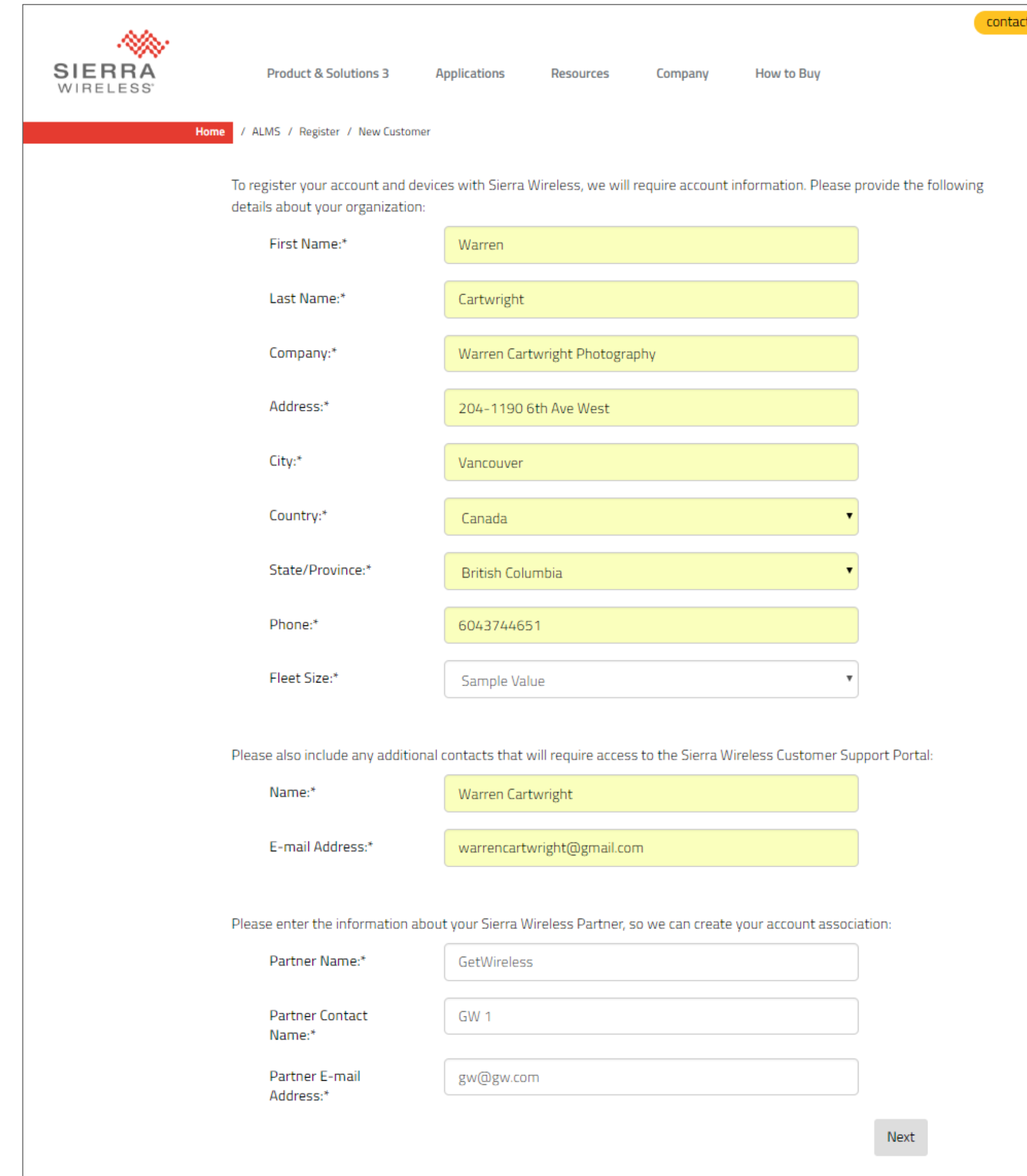
How do I get access to AirLink Complete?

Registration Process



Register Devices to Claim Support and Management

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



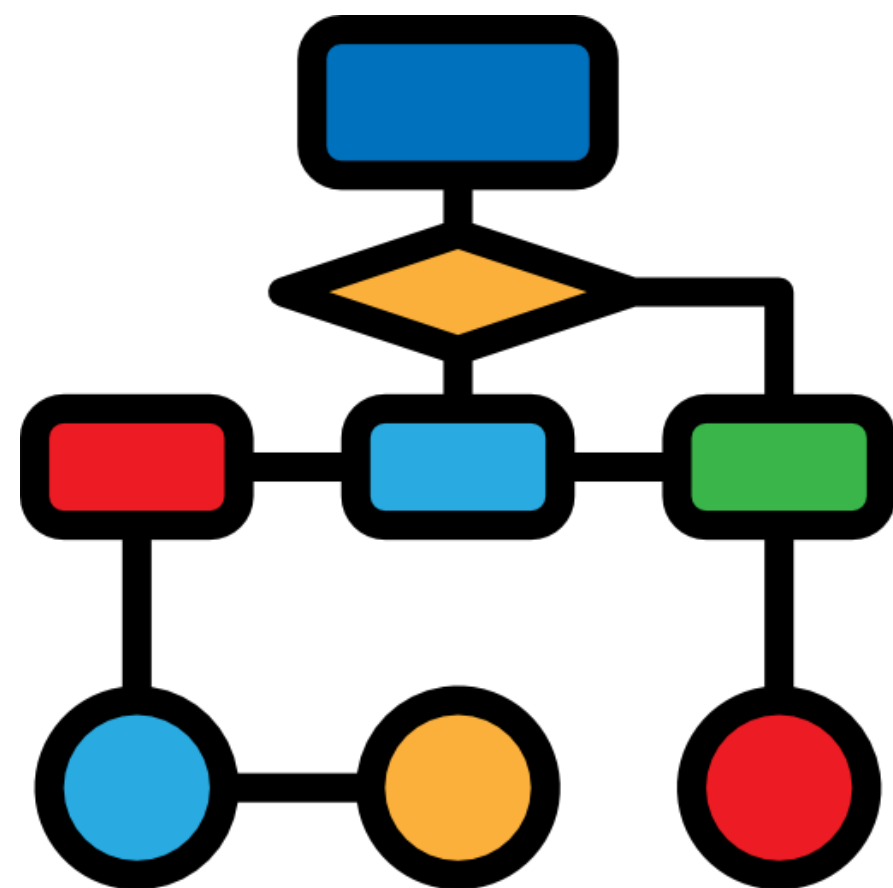
The screenshot shows the Sierra Wireless registration page for a new customer. The page includes a navigation bar with the Sierra Wireless logo and links for Product & Solutions 3, Applications, Resources, Company, and How to Buy. A red breadcrumb trail indicates the path: Home / ALMS / Register / New Customer. The main content area contains a form with the following fields:

- First Name:*
- Last Name:*
- Company:*
- Address:*
- City:*
- Country:*
- State/Province:*
- Phone:*
- Fleet Size:*
- Name:*
- E-mail Address:*
- Partner Name:*
- Partner Contact Name:*
- Partner E-mail Address:*

A "Next" button is located at the bottom right of the form. A "contact" link is visible in the top right corner of the page.

How do I Register my Devices?

- Go to
 - Customers
 - <https://sierrawireless.com/complete/register/>
 - Partners
 - <https://sierrawireless.com/complete/register/partner/>
- 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



Partner Registration of Customer Devices



Product & Solutions 3

Applications

Innovation

Resources

Company

How to Buy

contact sales ✉

Log in ➔



Home / Complete / Register / Partner

Welcome to the Sierra Wireless AirLink Complete management and support registration for Partners. Every SierraWireless device includes the first year of management and support with every purchase!

To start the registration process your Customer's devices, please login to your ALMS account:

User
Name:*

wcartwright@sierrawireless.com


Password:*

.....|

Next



Partner Registration of Customer Devices



Product & Solutions 3 Applications Innovation Resources Company How to Buy




[Home](#) / [Complete](#) / [Register](#) / [Partner](#)


Thank you for registering your Customer and their devices into the program.

To claim access for your Customer, please tell us which type of Customer they are:

New Customer Existing Customer

[Next](#)

[contact sales](#)  [Log in](#)  



Partner Registration of Customer Devices

To register your new Customer's account and devices with Sierra Wireless, we will require some account information.

Please provide the following details about your Customer's organization. This will allow us to create their ALMS and Customer Support Portal accounts.

First Name:*	<input type="text" value="Warren"/>
Last Name:*	<input type="text" value="Cartwright"/>
Company:*	<input type="text" value="Warren Cartwright Photography"/>
Address:*	<input type="text" value="204-1190 6th Ave West"/>
City:*	<input type="text" value="Vancouver"/>
Country:*	<input type="text" value="Canada"/>
State/Province:*	<input type="text" value="British Columbia"/>
Phone:*	<input type="text" value="6043744651"/>
Fleet Size:*	<input type="text" value="Less than 25"/>


Please also include any additional contacts in the Customer's organization that will require access to the Sierra Wireless Customer Support Portal:

Name:*	<input type="text" value="Warren Cartwright"/>
Email Address:*	<input type="text" value="warrencartwright@gmail.com"/>

[Add Contact](#)




Next

Partner Registration of Customer Devices



Product & Solutions 3 Applications Innovation Resources Company How to Buy

[Home](#) / [Complete](#) / [Register](#) / [Partner](#)

contact sales  Log in  

To activate the first year of AirLink Complete for your devices, please enter the device details:

Serial Number:*

IMEI:*


Model: *

OR

[Download Template](#)




Do not register my Customer's devices in ALMS

Partner Registration of Customer Devices



Product & Solutions 3 Applications Innovation Resources Company How to Buy

[Home](#) / [Complete](#) / [Register](#) / [Partner](#)

[contact sales](#)  [Log in](#)  

Your Customer's devices have been successfully registered!

Your Customer's Sierra Wireless Customer Support Portal and ALMS accounts have also been created and they will receive separate e-mail confirmation with those account details.

For further support with the account creation and device registration process, please contact Sierra Wireless at 1-877-687-7795.

