AirLink Management Service Update

Evolution of ALMS Accounts (Quick Reference Guide)

Summary

XR Series routers require a new type of ALMS account in order to be registered and activated. The "Standard" ALMS accounts most customers have been using do not support these capabilities, and do not support XR Series devices. The account needs to meet the following criteria:

- The right **class** of account:
    - For customer accounts, the Account Type must be "**AVC (Connectivity + Device Management)**"
    - Accessed through *My Account*, on the *Administration > Account* tab
- The right **data center**:
    - For **North American XR Series routers**, the account must be created in the NA ALMS data center
    - For **Global/ROW XR Series routers**, the account must be created in the EU ALMS data center

How will a customer know they need to create a new ALMS account?

A card included in the box tells customers how to register their routers for **AirLink Premium**, including instructions on creating a new ALMS account. Following the instructions will create an account that can be manually linked to a partner's **ALMS Reseller** account. This requires a support ticket with the linking request from the customer. If you, as their reseller, provide them with your new signup link before they get to this stage, they can create a new account that is already linked to your **ALMS Reseller** account.

What if a customer already has an ALMS account?

At present, customers must create a new account using a unique email address. Sierra Wireless does not currently have a straightforward process for migrating existing accounts to the new account type, but it is in development.

- Once the account is created, the customer can open a support ticket to link their legacy and new accounts and remove the new unique email from the account
  - If they use the new signup link from your **ALMS Reseller** account, this step is not required
- It is best to wait for a while before trying to move systems from the legacy account to the new account, as we have tools in development

We plan to migrate existing **customers** to the new type of ALMS accounts starting in early 2022. This will be reviewed with Partners and Customers, and no account will be migrated without consent.

Why do customers need a different type of account for XR Series Devices?

XR Series routers have a cellular radio dedicated to Out-of-band Management, and that cellular radio has a SIM that requires a data account. The connectivity for the out-of-band radio is included as part of the appropriate AirLink Complete or AirLink Premium solution, but it requires SIM lifecycle management just like any other SIM card. This is managed by Sierra Wireless but does require the new ALMS account type.

Why does the data center location matter?

The North American cellular environment is quite different from many other parts of the world, and so currently Sierra Wireless has developed different capabilities in the two data centers based on requirements. We are working to harmonize this, but currently the North American XR Series routers are aligned to the capability of the NA data center and the Global XR Series routers make use of the features available outside North America, in the European data center.

If the customer creates their new ALMS account in a data center that is not compatible with the XR Series routers they are purchasing, they will not be able to register those routers in the new ALMS account.

How do customers create a new ALMS account?

There are two ways to create a new ALMS account:

- Go to https://www.sierrawireless.com/products-and-solutions/routers-gateways/alms/register/ and select the **AirLink Premium** option, then select the appropriate data center
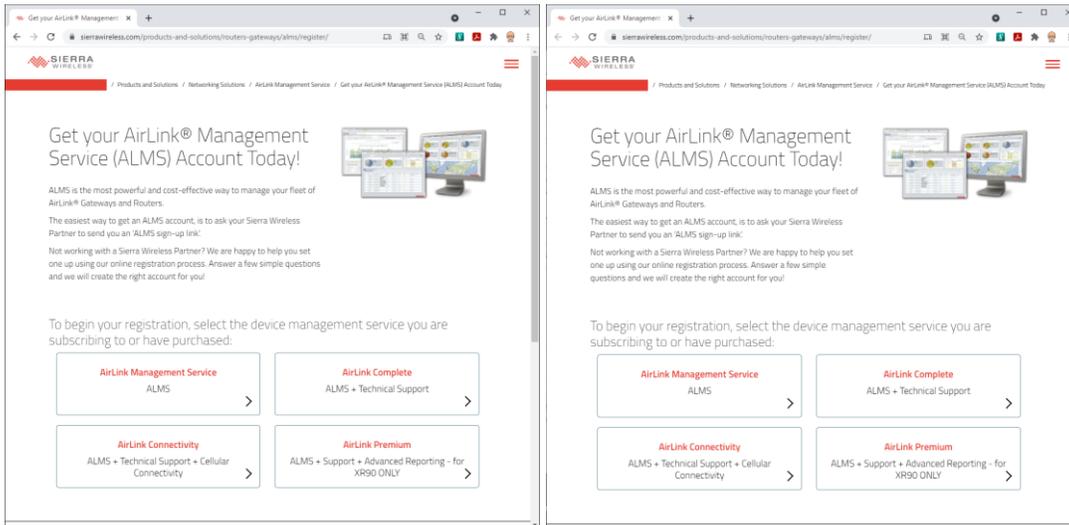
- If the reseller partner has the new *ALMS with Connectivity* signup link available, then the customer can use that link to create the right account for their needs. It will be associated with the data center of the partner's account. (See
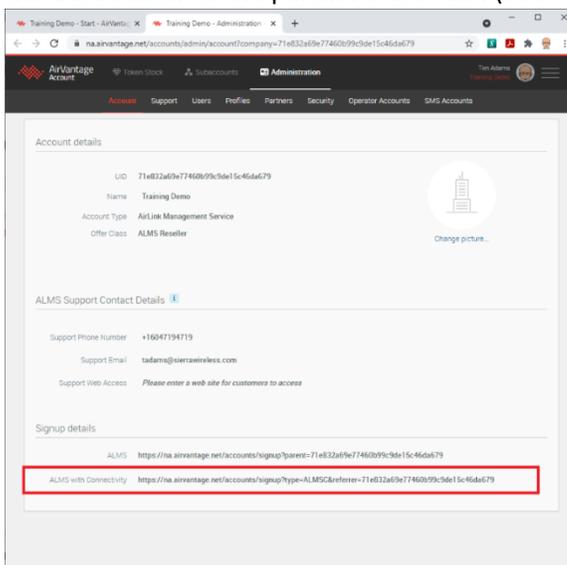
Does the customer need to provide credit card or other payment information?

No, they do not need to provide payment information if their goal is just to register their XR routers. When it comes time to renew, they can still renew by purchasing support renewals through their channel partner on a prepaid annual basis.

If customers would like to purchase additional services or make use of billing options other than the traditional annual prepaid model through their reseller, then they would need to provide billing details.

In the USA, customers can provide a credit card (this requires a billing address within the USA); in Europe, customers can provide standard bank payment information (SEPA). Anything other than these two standard cases require some custom setup by Sierra Wireless personnel.

What sorts of "Services" can customers purchase if they do provide billing information?

The services available are currently defined based on the customer's country of residence. The table below indicates what is available based on the region; only the services listed for the United States and European Union are available via the web-based account creation process for applicable customers.

Services	United States	Europe (EU)	ROW* (Including Canada)
Support products		AirLink Complete AirLink Complete (XR80) AirLink Premium AirLink Management Service (ALMS)	
Connectivity products	250 MB ECC Connectivity – T-Mobile 500 MB ECC Connectivity – T-Mobile 250 MB ECC Connectivity – AT&T 500 MB ECC Connectivity – AT&T 1 GB ECC Connectivity – AT&T 5 GB ECC Connectivity – AT&T 10 GB ECC Connectivity – AT&T ECC SIM Cards – T-Mobile ECC SIM Cards – AT&T	AirLink Connectivity 250 MB (EU) AirLink Connectivity 500 MB (EU) AirLink Connectivity 1 GB (EU)	No standardized offers available through the web account creation portal; contact Sierra Wireless sales for details of connectivity that is available in different regions.

* While monthly paid support offerings may be purchased by credit card outside the United States, this is not available in the web-based account setup as a standard offer and requires manual assistance by Sierra Wireless sales. A USA billing address is required for web-based account setup with credit card.

How do partners get the new ALMS with Connectivity signup link created?

If a partner completes the *IOT Solution Sales Agreement* and returns it to their channel business manager, Sierra Wireless will create the new signup link.

Partners who elect to not sign the agreement can still have their customers' new ALMS accounts linked for support purposes, but they will not receive commissions on any direct purchases of product directly from Sierra Wireless (connectivity or support renewals). Partners who expect their customers to continue to purchase annual support renewals using a purchase order can still do business in exactly the same manner as they always have done.

Background:

The new ALMS accounts allow for customers to purchase connectivity and other products directly from Sierra Wireless, and the partner of record is eligible for commissions based on their customers'

purchases. The *IOT Solution Sales Agreement* is the agreement that specifies the payment terms of those commissions.

If the customer uses the new *ALMS with Connectivity* signup link, the customer account is automatically linked as a support partner (exactly as it was with legacy accounts) as well as for commission payments.