



AirLink® Support

FEATURES

- Two levels service options – **Preferred** and **Essential** – to meet your organization's support needs
- Full access to dedicated Sierra Wireless technical support professionals
- Cloud-based Network Management tools included in every support offering: AirLink Management Service and AirLink Mobility Manager
- Online ticket submission and tracking
- Network engineering support to optimize your fleet of AirLink routers and gateways
- Access to extended warranty and accelerated replacement fleet segmentation

BENEFITS

- Cost-effective way to ensure your mission critical applications operate at peak efficiency
- Rapid response to service requests, managed through an online ticketing system
- Predictable cost of maintenance of your fleet of routers and gateways
- Simplify the process of upgrading and managing configurations
- Select the plan that fits the needs of your business
- Minimize downtime and reduce total cost of ownership

Sierra Wireless offers a range of intelligent AirLink® routers, gateways and management solutions that allow organizations to keep their workforces, mobile assets, and mission critical applications connected to the enterprise. We deliver best-in-class AirLink Support services that provide a complete portfolio of extended coverage options, to help organizations optimize the performance of their AirLink devices, connected mobile assets and mission critical applications.

AirLink Support Plans

The AirLink Support offerings are tailored to give your organization the right level of coverage, and provide you with the peace of mind that an investment in Sierra Wireless products is supported by the team that knows them best. If AirLink support isn't right for you, your authorized Sierra Wireless Reseller will continue to support your organization as they always have.

PREFERRED

Our highest-value offering, **Preferred AirLink Support**, is developed for customers with large enterprise or mobile networks, and many mission-critical applications that need the maximum level of support available. Combining responsive customer support with cloud-based network management tools, extended hardware support and on-going enterprise network support, Preferred AirLink Support is our most comprehensive offering delivered by Sierra Wireless's experts.

CLASSIC

Classic AirLink Support delivers the same high-level of customer support and access to the same network management tools as Preferred AirLink Support, but is designed for organizations that have smaller, less complex environments, or don't require 24/7 access or extended hardware support. Delivered by the same team of Sierra Wireless experts, Classic AirLink Support offers exceptional value.

Service Level	Preferred	Classic
CUSTOMER SUPPORT		
Technical support by web, phone or e-mail (6am to 5pm PT)	✓	✓
Service Level Targets	✓ Priority Response	✓
Emergency Support	✓	-
Named Support Engineer	✓	-
NETWORK MANAGEMENT		
Network Management included (AMLS or AMM)	✓	✓
ENTERPRISE NETWORK SUPPORT		
Access to Tier 3 Network Operator Support ¹	✓	-
Managed Software Updates	✓	-
EXTENDED HARDWARE SUPPORT		
Accelerated Replacement Program		- ²
Two-way shipping for all RMAs ³	✓	-
Extended Hardware Warranty ⁴	✓	-

Industry's Best Out-of-Box Coverage

Every AirLink gateway and router comes with best-in-class coverage, and AirLink Support enables your organization to extend this coverage over the life of your devices.

Sierra Wireless stands behind its products with the best out-of-the-box warranty available. All AirLink wireless routers or gateways include:

- ✓ Three (3) year hardware warranty
- ✓ Free firmware updates for the life of the device, available on release
- ✓ Free access to [the Source](#) for all technical documentation and software downloads
- ✓ Tier 1 technical support from Authorized Sierra Wireless Resellers
- ✓ Accelerated Replacement Program (ARP) for hardware purchased through participating Resellers
- ✓ Free 30 day trial of our cloud-based Network Management tools AirLink Management Service (ALMS) to assist with deployment, configuration and upgrades

¹ With participating Network Operators; ² May be provided by a Participating AirLink Reseller; ³ Shipping not paid if No Fault Found (NFF) with hardware; ⁴ The first 3 years of coverage is provided under the standard warranty. Five (5) years of coverage is the maximum warranty provided for any Sierra Wireless product but must be bought at time of original purchase.

For more information on AirLink® Support, contact us at 1-832-955-1000.

About Sierra Wireless

Sierra Wireless is building the Internet of Things with intelligent wireless solutions that empower organizations to innovate in the connected world. We offer the industry's most comprehensive portfolio of 2G, 3G, and 4G embedded modules and gateways, seamlessly integrated with our secure cloud and connectivity services. OEMs and enterprises worldwide trust our innovative solutions to get their connected products and services to market faster.

For more information, visit www.sierrawireless.com.