AIRLINK® SERVICES

Welcome Package for
AirLink Complete and AirLink Premium

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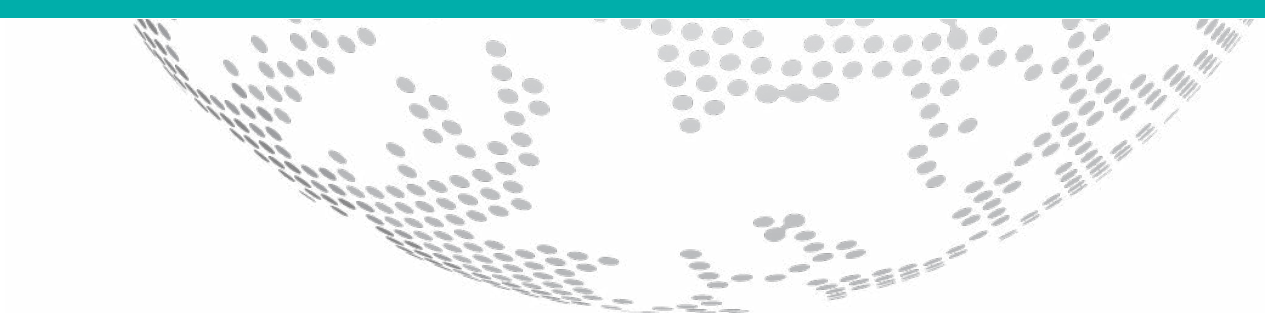

Welcome to AirLink® Services

Your AirLink router includes access to best-in-class services to help you make the most of your deployment. The AirLink Services portfolio is comprised of AirLink Complete to empower you with the tools to self-manage devices and AirLink Premium with device management and robust reporting. You router purchase includes 1 year of AirLink Complete or AirLink Premium, once registered into an ALMS account.

AirLink Complete: AirLink Complete is a subscription service that combines best-in-class device management software AirLink Management Service (ALMS), industry-leading technical support, Out-of-Band Management (XR80), and extended warranty. It delivers a cost-effective way to ensure your mission-critical infrastructure operates at peak efficiency. AirLink Complete is included for 1 year with the purchase of eligible Sierra Wireless routers.

AirLink Premium: AirLink Premium includes everything from AirLink Complete and adds Out-of-Band Management, advance replacement, and Advanced Mobility Reporting. AirLink Premium ensures your mission-critical infrastructure operates at peak efficiency and is always accessible.

AirLink Services Welcome Package

AirLink Services Benefits:

ACCELERATE YOUR DEPLOYMENTS

- You can eliminate manual, device-by-device configuration and deployment.
- ALMS provides configuration templates to ensure each of your devices are set-up consistently and according to your requirements. New devices can easily be added.

SIMPLIFY YOUR OPERATIONS

- You can remotely monitor, manage and upgrade your devices.
- Software updates are automatically downloaded and can be deployed to all of your devices with a single click.

REDUCE DEVICE DOWNTIME

- By proactively monitoring your devices you can ensure they operate at peak efficiency.
- You have 24/7/365 access to our friendly and knowledgeable wireless experts for fast troubleshooting and problem-solving.

AirLink Complete

AirLink Complete Includes:

AIRLINK MANAGEMENT SERVICE (ALMS)

Our cloud-based device management software makes it easy to remotely deploy, monitor and maintain your fleet of routers and gateways. You can get up-to-date information about the health of your devices from a single dashboard.

OUT-OF-BAND MANAGEMENT

When you choose the XR80 router, it includes a dedicated cellular radio built into the chassis of the routers that have always-on access to ALMS, providing over-the-air out-of-band management access with your ongoing AirLink Complete subscription.

TECHNICAL SUPPORT

You get direct access to Technical Support provided by Sierra Wireless. This includes:

- 24/7/365 Tier 1 technical support from wireless experts via phone or online access
- Free firmware updates for the life of the device
- Free access to our online knowledge database, The Source, for all technical documentation and software downloads
- Secure alternative access via out-of-band management, dependent on the router used

EXTENDED WARRANTY

You have the option to extend your device warranty to up to 5 years of coverage.

AirLink Services Welcome Package

AirLink Premium

AirLink Premium Includes:

All the features from AirLink Complet plus

AIRLINK MANAGEMENT SERVICES & ADVANCED MOBILITY REPORTING

Easily manage multiple routers, identify problems, reduce downtime and lower your cost of ownership. AirLink Premium includes access to Advanced Mobility Reporting for rich historical reporting on your XR90 router and your entire fleet of vehicles.

OUT-OF-BAND MANAGEMENT TO AIRLINK MANAGEMENT SERVICES

Your XR90 router includes a dedicated cellular radio built into the chassis of the device. This capability provides always-on access to AirLink Management Services (ALMS), allowing out-of-band management access at no additional cost, with your on-going AirLink Premium subscription.

ADVANCE REPLACEMENT

In the event of a device malfunction, we stand ready to dispatch a replacement on the very day the issue is reported, thus ensuring minimal interruption to your operations.

AirLink Services Welcome Package

Register Your Devices

Your AirLink Services are activated when you register your devices in ALMS. When you purchase one of the following devices one year of AirLink Services are included:

LX40

LX60

MP70

RV55

RV50X

RX55

XR80

XR90

AirLink Router / Services Compatibility Matrix

	AIRLINK SERVICES		OPTIONAL ADD-ONs			
	AirLink Complete	AirLink Premium	Advanced Mobility Reporting	Hybrid Cloud	Edge Computing	Smart Connectivity
XR90		●	●*	○	○	○
XR80	●		○	○	○	○
MP70	●		○			○
RX55	●		○	○	○	○
RV50X / RV55	●		○			○
LX40 / LX60	●		○			○

● = Included with router purchase (1 year, registration required)

○ = Optional

** Included with an active AirLink Premium subscription*

Your new AirLink routers and gateways must be registered within 60 days of purchase to receive one year of AirLink Services. Even if you do not plan to use ALMS for device management, Sierra Wireless recommends that all devices be registered and activated, as ALMS is the system of record for Services and Warranty expiration dates.

You can register your devices at **www.sierrawireless.com/complete/register/**

Subscription start date

Services for AirLink routers start upon activation of the device in ALMS. It is expected that all devices are registered within 60 days of purchase. When registering, customers have the option to activate immediately (default) or delay activation.

You can chose to delay device activation for up to 60 days after registration. Once a device is active, it cannot be suspended during the subscription term.

- Devices can be in registered and inactive for a maximum of 60 days.
- Following the 60-day period, devices will automatically be activated, and the one-year subscription will begin.
  - Delayed activation is only available one time – when a new device is initially registered.
  - You can delay your subscription activation by up to 120 days by:
    - Waiting until the end of the 60-day registration period to register your non-activated device, and
    - Delay activation when you register it.

AirLink Services Renewals

AirLink Services subscriptions are available in one, three and five year terms. After the initial term expires, reach out to **renewals@sierrawireless.com** to renew your subscription.

AirLink Services Term Duration

AirLink Complete and AirLink Premium are available for as long as you continue to operate your devices and have a valid subscription. The extended warranty is limited to a maximum of 5 years from initial activation.

Consolidated Services Renewal Policy

Sierra Wireless makes it simple and straightforward for you to manage your operational costs by aligning all of your registered devices to the same annual subscription renewal date and pro-rating the subscription fees as required. The prorated rate will be based on the monthly rate consistent with the term of your AirLink Services contract. This will allow all of your devices to be renewed at the same time, making it easier to manage your budget and providing you with the peace of mind that all of your devices have the same service coverage.

The Sierra Wireless Renewals Team can help with the consolidated renewal process.

AirLink Services Welcome Package

AirLink Management Service (ALMS) Overview

AirLink Management Service (ALMS) is included with all AirLink Services. ALMS is a secure cloud-based management solution that makes it easy to deploy, monitor and manage your gateways and routers remotely. This highly advanced application supports over-the-air device registration, configuration and software updates. Dashboards display up-to-date views of the entire fleet, and custom reports can be set up to monitor critical events and prevent downtime.

This ALMS video provides an overview of ALMS.

Carrier+ Connectivity – Bundling Carrier+ with our modules or routers simplifies and optimizes your North American deployment.

Supporting Your Success

If you are looking for more data-rich and historical reporting, we offer Advanced Mobility Reporting (AMR), included with AirLink Premium but available as an add-on to AirLink Complete. AMR adds advanced historical reporting capabilities with a focus on reporting for mobile fleets. AMR provides a series of pre-defined reports that deliver deeper insight into the range of telemetry data that is reported by AirLink routers and gateways.

Talk to your Sierra Wireless Partner about upgrading to Advanced Mobility Reporting.

Additional Resources

- AirLink Complete Overview: **https://www.sierrawireless.com/products-and-solutions/routers-gateways/airlink-complete/**
- AirLink Complete Registration: **https://sierrawireless.com/complete/register/**
- AirLink Customer Support Portal Login: **https://customercommunity.sierrawireless.com/s/login/**
- The Source: **https://source.sierrawireless.com/**
- ALMS Login: **https://airvantage.net/login**
- For up-to-date product descriptions, documentation, application notes, firmware upgrades, troubleshooting tips and press releases: **www.sierrawireless.com**

AirLink Services - Support Terms and Conditions

Please refer to **https://www.sierrawireless.com/legal/terms/** for the complete terms and conditions for AirLink Services.

AirLink Customer Support

Your AirLink Services subscription provides you with access to a team of highly skilled and experienced Sierra Wireless Support experts. Please refer to the AirLink Services Support Guide document for details.

Along with this Welcome Package you will have received an e-mail containing instructions on how to activate your Sierra Wireless Customer Portal account. Please refer to the AirLink Services Support Guide document for details. By following those instructions, you have set-up your access to AirLink Customer Support.

If you have not received instructions or are having difficulty setting up your Customer Portal account, please contact us at
TOLL-FREE NUMBERS:
North America – 1 877 687 7795
Australia – 1800 958 313
France – 0805 62 00 32
United Kingdom – 0800 031 8179

We recommend that Customers open support tickets via the **Customer Support Portal.**

For critical issues, we provide 24/7/365 emergency support for AirLink customers with valid AirLink Services subscriptions. Customers can call in to the standard support telephone number and the AirLink Customer Support team will be notified and respond within one hour.

Issues will be addressed as per the Severity Level Guidelines in the AirLink Services Support Guide. Critical issues will be addressed immediately; for all other severity levels, the issue will be deferred to the Customer Support team that will respond during standard business hours - 6:00 a.m. to 5:00 p.m. Pacific Time, Monday to Friday, excluding major statutory holidays (Christmas Day, Boxing Day, New Year's Day and Labor Day).

Severity Level Definitions

CRITICAL
The Sierra Wireless product and/or service is down for a customer's entire installation or a major portion of their fleet. The issue is persistent or unrecoverable. The customer's business operation is severely disrupted. There is no workaround available to the issue.

MAJOR
The Sierra Wireless product and/or service is severely degraded, or a major product function is not operating per specification. The issue is persistent or reproducible. The customer's business operation is critically impacted. There is no practical workaround available for the issue.

MINOR
General product usage questions. There is no impact to business operations.

Support Response Times

SEVERITY	SERVICE LEVEL TARGET	ON-GOING COMMUNICATION
Critical	< 4 hours	As Agreed
Major	1 Business Day	Every 4 hours or As Agreed
Minor	4 Business Days	N/A

How to Reach Us

PHONE

Call Toll Free: North America: **1-877-687-7795**
Toll Number: **1-760-437-8058**
Australia **: 1800 958 313**
France**: 0805 62 00 32**
United Kingdom**: 0800 031 8179**

WEB

Browse to: **https://www.sierrawireless.com/support/**
Your Web Portal Password is required for Login

Information We Will Need from You

In order for us to provide the most efficient support, please have the following information ready when contacting the AirLink Customer Support team:

For Router or Gateway (Hardware) Related Issues:

- Device Serial Number and/or IMEI
- Clear description of the problem including (if known):
  - How many devices are affected?
  - When it started and any events leading up to onset (e.g. software update)
  - Steps required to reproduce the problem and/or to stop or prevent it
- Copies of log files and device configuration templates
- Embedded software type and version (e.g. AirLink OS 4.1.26)

For Network Management Related Issues:

- Which platform - AirLink Management Service (ALMS) or Advanced Mobility Reporting
- Your Account Name and e-mail address associated with the account
  - Ideally the Account UID for the ALMS account
- Clear description of the problem including (if known):
  - The part of the site, or feature you were accessing
  - How many devices are affected, if applicable
  - When it started and any events leading up to onset (e.g. software update)
  - Steps required to reproduce the problem and/or to stop or prevent it

Issue Resolution

The resolution to an issue, regardless of the severity level, may take the form of an upgrade, downgrade, maintenance release, patch, configuration change(s), hardware replacement and/or other remedial actions. Updates on the progress of developing a solution will be provided as agreed to between you and the Customer Support team.

About Semtech
Semtech Corporation (Nasdaq: SMTC) is a high-performance semiconductor, IoT systems, and cloud connectivity service provider dedicated to delivering high-quality technology solutions that enable a smarter, more connected, and sustainable planet. Our global teams are committed to empowering solution architects and application developers to develop breakthrough products for the infrastructure, industrial and consumer markets.

To learn more about Semtech technology, visit us at **Semtech.com** or follow us on **LinkedIn** or **X.**

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