



# AirLink Complete – Support Guide

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V3

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## Contact Information

Method	Description	Details
Web:	<p>For less urgent issues where an immediate response is not needed or for issues with a lot of complex detail that are better communicated in writing.</p> <p>If an issue is urgent, please follow-up with a phone call and quote the Web Portal ticket number.</p>	<p>Browse to:  <a href="https://www.sierrawireless.com/support/">https://www.sierrawireless.com/support/</a></p> <p>Your Web Portal Password is required for Login</p>
Phone:	<p>For urgent issues that need immediate attention and for quick questions that need quick answers, AirLink Complete customers get access to dedicated, technical support by phone 24 hours a day, seven days a week.</p>	<p><b>North America:</b></p> <ul style="list-style-type: none"> <li>• Toll Free: 1-877-687-7795</li> <li>• Toll Number: 1-760-437-8058</li> </ul> <p><b>International Toll-Free Numbers</b></p> <ul style="list-style-type: none"> <li>• Australia: 1800 958 313</li> <li>• France: 0805 62 00 32</li> <li>• United Kingdom: 0800 031 8179</li> </ul>

Consult our website for up-to-date product descriptions, documentation, application notes, firmware upgrades, troubleshooting tips and press releases: [www.sierrawireless.com](http://www.sierrawireless.com)

## Document History

Version	Date	Updates
001	January 1, 2019	Creation of original document
002	June 6, 2019	Updated to add international support telephone information.
003	November 13, 2019	Clarified that Airlink Complete customers can opt-out of ALMS at the time of registration



# AirLink Complete Support Guide

## Contents

<b>AirLink Complete Support Guide</b> .....	<b>3</b>
Welcome to AirLink Complete! .....	4
Every AirLink Gateway and Router Comes with the Industry's Best Coverage .....	4
AirLink Complete Benefits .....	4
Features of AirLink Complete .....	5
Resources .....	5
AirLink Complete Program Overview .....	6
Renewal Policy at anniversary date .....	6
Customer Support .....	7
Network Management .....	7
AirLink Complete Severity Definitions .....	8
Issue Resolution.....	8
AirLink Complete – Support Terms and Conditions .....	9



## Welcome to AirLink Complete!

Sierra Wireless offers a range of intelligent routers, gateways and management solutions that allow organizations to keep mission critical workers and assets connected to the enterprise. Our networking solutions provide persistent connectivity, location-based services and remote monitoring, to improve productivity and customer service.

### EVERY AIRLINK GATEWAY AND ROUTER COMES WITH THE INDUSTRY'S BEST COVERAGE<sup>1</sup>

We believe that our hardware products come with the best coverage in the industry, and AirLink Complete enables you 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:

- One year of free access to AirLink Complete
  - One year of free Support over the phone or online
  - One year of free access to AirLink Management Service (ALMS), our cloud-based Network Management solution to assist with remote deployment, configuration and upgrades – Note: customers can choose to opt-out of ALMS at registration time-

In addition to the first year of AirLink Complete included, AirLink routers come by default with:

- 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
- Accelerated Replacement Program (ARP) (see below) for hardware purchased through participating Resellers

After the first year, Customers may choose to continue to purchase AirLink Complete to retain the full benefits of the product as described in this document. Alternatively, Customers may choose to add-on Advanced Reporting and Analytics (ARA), downgrade to ALMS alone or not to continue with any Sierra Wireless network management or support products.

The AirLink Complete offerings are tailored to give your organization the right level of coverage and deliver the peace of mind that an investment in Sierra Wireless products is supported by the team that knows them best. However, should AirLink Complete not be right for you, please don't hesitate to contact your authorized Sierra Wireless Reseller to review further alternatives.

### AIRLINK COMPLETE BENEFITS

- Cost-effective way to ensure your mission critical infrastructure operates 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 remotely

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<sup>1</sup> Products covered include the AirLink MP70, AirLink RV50 Series, AirLink LX60 Series, AirLink LX40 Series, AirLink GX450 Series and AirLink ES450 Series routers and gateways.



## FEATURES OF AIRLINK COMPLETE

AirLink Complete is developed for customers with large mission-critical applications that need the highest level of support available. Combining responsive customer support with cloud-based network management tools, extended hardware support and on-going enterprise network support, AirLink Complete is a comprehensive offering delivered by Sierra Wireless experts.

- Full access to dedicated Sierra Wireless technical support professionals
- Online ticket submission and tracking
- Continued access to ALMS cloud-based Network Management solution with or without ARA
- Extension of hardware warranty if AirLink Complete is maintained through years 4 and 5 from purchase.

## AirLink Complete Term Duration

AirLink Complete is available as an annual renewal and is available to Customers as long as they continue to operate the devices. Irrespective of the AirLink Complete term purchased by a Customer, warranty-related features of AirLink Complete will not extend beyond a maximum term of 5 years from the original date of purchase of the AirLink router or gateway.

## RESOURCES

AirLink Complete Overview: <https://www.sierrawireless.com/products-and-solutions/routers-gateways/airlink-complete/>

AirLink Complete registration page: <https://sierrawireless.com/complete/register/>

AirLink Customer Support Portal login: <https://customercommunity.sierrawireless.com/s/login/>

The Source: <http://source.sierrawireless.com/>

ALMS Login: <https://airvantage.net/login>



## AirLink Complete Program Overview

Supported AirLink gateways and routers benefit from one year of AirLink Complete included in the purchase price. AirLink Complete includes Sierra Wireless Support and access to ALMS (opt-out option provided for customers worried about Cloud based network management solution).

In the second year and beyond, Customers may choose to renew AirLink Complete to extend their coverage for additional years.

Service Level	AirLink Complete
<b>Supported Devices</b>	AirLink LX, LS, ES, GX, RV, MP Series
Self-service Customer Support Portal	<input checked="" type="checkbox"/>
24 x 7 Telephone Technical Support	<input checked="" type="checkbox"/>
Service Level Targets	<input checked="" type="checkbox"/>
Extended Emergency Support	<input checked="" type="checkbox"/>
<b>Network Management</b>	
Network Management Included	ALMS
Extended hardware warranty (max. 5 years from purchase)	<input checked="" type="checkbox"/>
<b>Add-on</b>	
Advanced Reporting and Analytics (ARA)	Paid option

### RENEWAL POLICY AT ANNIVERSARY DATE

The AirLink Complete minimum purchase duration is one year. We understand that many customers will purchase devices on an on-going basis, and that there will be a desire to synchronize renewal periods for groups of devices to make managing devices easier.

At the first renewal date in your fleet of devices (your anniversary date), Sierra Wireless will work with you and your Partner to synchronize all devices' AirLink Complete subscription to that date, and we will prorate the AirLink Complete fees (potentially for periods of less than one year) to enable all your devices to renew at the same time moving forward. The prorated rate will be based on a monthly rate, consistent with the term of your AirLink Complete Agreement.

If you allow support for your devices to expire and want to renew your AirLink Complete at some time in the future, you will be responsible for retroactive payment of the AirLink Complete fees.



## CUSTOMER SUPPORT

### Dedicated Customer Support

Customers are recommended to open support tickets via the Customer Support Portal. In addition, AirLink Complete customers get access to dedicated technical support by phone 24 hours a day, 7 days a week. This tier 1 technical support will assist with basic questions, open Support cases as required and assess the severity level of a Customer's issue.

Sierra Wireless provides 24/7/365 emergency support for Severity Level 1 (Critical) issues for AirLink Complete customers. Customers can call in to the standard support telephone number, the AirLink Complete support team will be notified, and will respond to the issue within one hour.

For issues that are severity level 2-4, the issue will be deferred to the Customer Support team that will respond to the issues during standard business hours. Standard business hours are from 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).

### Service Level Targets

Severity	Response Time	On-going Communication	Management Escalation
1 – Critical	<1 hour	As agreed	After 2 hours if not resolved or downgraded
2 – Major	<2 hours	Every 4 hours or as agreed	After 24 hours if not resolved or downgraded
3 – Moderate	1 Business Day	Weekly	N/A
4 – Minor	2 Business Days	N/A	N/A

## NETWORK MANAGEMENT

### Cloud Access to Network Management Tools

All AirLink Complete Customers are provided access to the cloud-based ALMS network management tool for all supported routers and gateways (except if customers have opted out at the time of device registration).

One year subscription of ALMS is provided per router or gateway through the addition of one Service Pack (12 months of ALMS tokens) to the customer's ALMS account. For Customers that subscribe to ARA add-on (paid option), access is provided to the cloud-based ALMS ARA network management tool for the duration of the agreement (done through three ALMS Service Packs per router or gateway added to the customer's ALMS ARA account).



## AirLink Complete Severity Definitions

Sierra Wireless is committed to delivering the highest level of support to our customers. To help us manage support requests, we have developed a severity scale to categorize the impact of issues to our customers' operations. Our Customer Support team uses these guidelines to ensure that our customers receive the best support possible, and that all issues are addressed in a timely fashion, appropriate to the level of severity of the issue.

**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.

**Moderate:** A major Product and/or Service function is not operating per specification. An acceptable workaround is available. The customer's business operations can continue.

**Minor:** General product usage questions. There is no impact on business operations.

### ISSUE RESOLUTION

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





## AirLink Complete – Support Terms and Conditions

**General.** This sets forth the terms and conditions that apply to your use of the AirLink Complete programs provided in conjunction with your purchase and use of AirLink routers and gateways. Sierra Wireless may limit or terminate AirLink Complete or may elect not to renew AirLink Complete for any customer, including those who use the services in an irregular, excessive, abusive or fraudulent manner, as determined by Sierra Wireless in its sole discretion. Sierra Wireless may change or add to the terms of AirLink Complete at any time, and to change, delete, discontinue or impose conditions on any feature or aspect of AirLink Complete upon notice by any means Sierra Wireless determines in its sole discretion to be reasonable, including sending you an e-mail notification or posting information concerning any such change, addition, deletion, discontinuance or conditions on any Sierra Wireless website or in The Source, which can be found at <http://source.sierrawireless.com/>.

**AirLink Complete.** The details and features of all AirLink Complete programs can be found in the AirLink Complete summary <https://www.sierrawireless.com/products-and-solutions/routers-gateways/airlink-complete/>.

**Not Covered by AirLink Complete.** AirLink Complete programs do not cover, and Sierra Wireless will have no obligation to provide support for, support issues caused by or resulting from any of the following: (a) normal wear and tear; (b) products manufactured by parties other than Sierra Wireless, which include, without limitation, servers, antennas and RFID tags; (c) problems relating to hardware and software other than Sierra Wireless hardware or software such as, but not limited to, problems with power sources, network lines, plug-in radios, computers; (d) products not purchased from Sierra Wireless or its authorized resellers or distributors; (e) damages caused by accidents, acts of God, modifications contrary to Sierra Wireless' documentation or specifications applicable to the Product, misuse, moisture or liquids, proximity or exposure to heat, abnormal working conditions (e.g. high voltage, AC voltage, corrosion), accident, abuse, neglect, misapplication; (f) customer's failure to abide by the use, safety, and maintenance instructions contained in the packaging of the Product or made available by Sierra Wireless; (g) products that have been repaired or modified by anyone other than Sierra Wireless or its authorized service providers; (h) any Product where the serial number has been removed or that has been damaged, defaced, removed or rendered defective, including, without limitation, as a result of misuse, abuse, contamination, improper or inadequate maintenance, or other external causes; (i) any equipment other than the Product; (j) malfunctions or defects resulting from the use of the Product with products, services or ancillary or peripheral equipment not expressly approved or provided by Sierra Wireless, and where it is determined by Sierra Wireless that such malfunction or defect is not the fault of the Product itself; (k) any software not supplied by Sierra Wireless; (l) improper installation or testing of the Product by someone not authorized by Sierra Wireless, including, without limitation, improper wiring; or (m) any Product where Sierra Wireless is unable to find any faults or defects in the returned Product.

**Software Updates and Upgrades.** All AirLink Complete customers are eligible for upgrades and updates of the Sierra Wireless devices software ("Software"), at no additional cost. Details of new releases will be posted on the Source, Sierra Wireless' online repository <http://source.sierrawireless.com>. If Customer does not wish to apply the upgrade or update, Customer should contact Sierra Wireless technical support and paragraph (f) of this Section shall be applicable. The following conditions apply: (a) Sierra Wireless will advise you from time to time of any updates or upgrades available for the Software. The timing, methods and extent to which any such problem resolutions, fixes, updates and upgrades are made available are at Sierra Wireless' sole discretion; (b) upgrades do not include newly released product, including optional applications which must be purchased separately; (c) upgrades and updates are provided by Sierra Wireless "as is". In no event does Sierra Wireless warrant that the upgrades and updates are error free or that Customer will be able to operate such upgrades and updates without problems or interruptions. In addition, due to the continual development of new techniques for intruding upon and attacking networks, Sierra Wireless does not warrant that the upgrades and updates or any equipment, system or network on which Software is used will be free of vulnerability to intrusion or attack; (d) unless otherwise agreed in writing between you and us, Sierra Wireless will have no obligation to provide updates or upgrades to the Software. Any updates or upgrades will be released by Sierra Wireless at its sole discretion; (e) Sierra Wireless will support all released versions of Software for at least 12 months following the Software's



release. Versions of Sierra Wireless devices Software that are supported by Sierra Wireless are specified on the Source; and (g) if you request assistance for a problem with Software that is not the most current release of such Software and there is a problem in such Software, then if the problem is known to be fixed in a later release of such Software, Sierra Wireless may require that you change to the later release as the solution to the problem.

**AirLink Complete Term; Not Transferable.** AirLink Complete programs will commence on the date you purchase the paid AirLink Complete program and will expire in accordance with the support period described in the ordering document executed by Sierra Wireless or a Sierra Wireless authorized reseller (the “Paid Support Period”). For new AirLink routers or gateways purchases, AirLink Complete program will commence on the date you register the device, and no later than 60 days after the purchase date of the said AirLink router or gateways.

Sierra Wireless reserves the right to cease offering renewal of the paid AirLink Complete Programs at any time. Your rights may be terminated by Sierra Wireless immediately and without notice if you fail to comply with any term or condition of the AirLink Complete program. Any such termination shall not affect Sierra Wireless’s rights hereunder.

AirLink Complete coverage is not transferable or assignable to any third party or applicable to any other Sierra Wireless products. The Support coverage is valid only for the original purchaser of AirLink Complete; however, a subsequent purchaser of AirLink products may purchase their own AirLink Complete, which would be subject to terms and conditions then in effect. In the case of a subsequent purchaser of AirLink products, the AirLink Complete programs shall in no event include the hardware warranty or repair and/or replacement of an AirLink product. Any re-sale, transfer or distribution of Sierra Wireless product automatically voids any further AirLink Complete for such product, and Sierra Wireless has no obligation or liability to return, refund or credit to you any amount, including pre-paid fees, with respect to any remaining paid support period.

**Ownership of Software.** Intellectual Property Rights: All proprietary and intellectual property rights, title and interest including copyright in and to the original and all copies of the Software and updates and upgrades and the documentation or any changes or modifications made to the Software and updates and upgrades or related documentation shall be and remain that of Sierra Wireless or its licensor as the case may be. You have no proprietary and intellectual property rights, title or interest in or to any Software and updates and upgrades or related documentation except as granted herein. You shall not at any time whether before or after the termination of the AirLink Complete term contest or aid others in contesting or doing anything which otherwise impairs the validity of any proprietary and intellectual property rights, title or interest of Sierra Wireless in and to any Software, updates and upgrades or related documentation.

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**Disclaimer of Warranties.** EXCEPT AS OTHERWISE EXPRESSLY SET FORTH, ALL PRODUCTS, SOFTWARE AND SERVICES ARE PROVIDED TO YOU ON AN “AS-IS” AND “AS AVAILABLE” BASIS WITHOUT WARRANTY OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY AND, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SIERRA WIRELESS, ITS AFFILIATES, LICENSORS, AND SERVICE PROVIDERS, (COLLECTIVELY, “SUPPLIERS”) DISCLAIM ALL OTHER WARRANTIES REGARDING THE AIRLINK PRODUCT, SERVICES PROVIDED AND THE SUPPORT PROGRAM, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, TITLE, MERCHANTABILITY, AND NON-INFRINGEMENT. SIERRA WIRELESS AND ITS SUPPLIERS DO NOT WARRANT THAT (I) THE OPERATION OF THE PRODUCTS WILL BE UNINTERRUPTED OR ERROR FREE; (II) THE PRODUCTS AND DOCUMENTATION WILL MEET THE END USERS’ REQUIREMENTS; (III) THE PRODUCTS WILL OPERATE IN COMBINATIONS AND CONFIGURATIONS SELECTED BY THE END USER OR (IV) THAT ALL PRODUCT ERRORS WILL BE CORRECTED.

**Limitation of Liability.** THE ENTIRE LIABILITY OF SIERRA WIRELESS AND ITS SUPPLIERS FOR ANY REASON SHALL NOT EXCEED THE AMOUNT PAID BY YOU FOR THE AIRLINK SUPPORT PROGRAM



DURING THE PAID SUPPORT PERIOD IN WHICH ANY CLAIM ARISES, REGARDLESS OF THE NUMBER OF SUBSEQUENT CLAIMS.

TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAW, SIERRA WIRELESS, ON BEHALF OF ITSELF AND ITS SUPPLIERS, DISCLAIMS ANY AND ALL LIABILITY FOR (I) SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF PROFITS) AND (II) PUNITIVE AND EXEMPLARY DAMAGES, ARISING OUT OF THESE SUPPORT TERMS OR WITH RESPECT TO THE UPDATES, UPGRADES, SERVICES, THE PLATINUM EXTENDED SUPPORT OR THESE SUPPORT TERMS, EVEN IF IN MOTION OR ITS SUPPLIERS HAVE BEEN APPRISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE LIMITATIONS OF THIS SECTION SHALL APPLY TO ALL CAUSES OF ACTION, WHETHER BASED ON BREACH OF WARRANTY, BREACH OF CONDITION, BREACH OF CONTRACT, FUNDAMENTAL BREACH OR BREACHES, INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS, NEGLIGENCE, OTHER TORT CLAIMS, STRICT LIABILITY OR ANY OTHER LEGAL OR EQUITABLE THEORY.

THE LIMITATIONS OF DAMAGES SET FORTH ABOVE ARE FUNDAMENTAL ELEMENTS OF THE BASIS OF THE BARGAIN BETWEEN SIERRA WIRELESS AND YOU. SIERRA WIRELESS WOULD NOT BE ABLE TO HAVE PROVIDED THE AIRLINK SUPPORT PROGRAM WITHOUT SUCH LIMITATIONS.

**No Liability.** Sierra Wireless is not responsible for data, software, applications, or information that may be damaged, lost or destroyed, including, without limitation, data damaged, lost or destroyed during the servicing, repair or replacement of the Product. PRIOR TO RETURNING THE PRODUCT TO SIERRA WIRELESS, CUSTOMER MUST: (A) BACKUP CUSTOMER'S DATA, CONFIGURATION FILES, SOFTWARE, APPLICATIONS, AND INFORMATION; AND (B) WIPE AND/OR REMOVE ANY DATA, FILES, AND/OR ANY PERSONAL AND CONFIDENTIAL INFORMATION. For clarity, the AirLink Complete support does not cover the backup, recovery or reinstallation of Customer's data, software, or information on the Products.

**Miscellaneous.** This document represents the complete statement and agreement between you and Sierra Wireless and sets forth the entire liability of Sierra Wireless and its Suppliers and your exclusive remedy, with respect to the AirLink Complete programs. In the event of a conflict between this document and any other document – including the hardware warranty and end user license agreement accompanying AirLink products, the hardware warranty and end user license agreement shall control. The suppliers, agents, employees, distributors, and dealers of Sierra Wireless are not authorized to make modifications to this document, or to make any additional representations, commitments or warranties binding on Sierra Wireless. Any waiver of the terms herein by Sierra Wireless must be in a writing signed by an authorized officer of Sierra Wireless and expressly referencing the applicable provisions hereof. If any provision hereof is invalid or unenforceable under applicable law, then it shall be, to that extent, deemed omitted and the remaining provisions will continue in full force and effect. This document will be governed by British Columbia law as applied to agreements entered into and to be performed entirely within British Columbia, without regard to its choice of law or conflicts of law principles, and applicable federal law. The parties hereby consent to the exclusive jurisdiction and venue in the province of British Columbia. Headings are included for convenience only and shall not be considered in interpreting this document.

