



# AIRLINK<sup>®</sup> COMPLETE

## Welcome Package



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Welcome to AirLink® Complete

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



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## Sierra Wireless – AirLink Complete Welcome Package

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### AirLink Complete Includes:



#### AIRLINK MANAGEMENT SERVICE (ALMS)

Our cloud-based device management software that 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.



#### TECHNICAL SUPPORT

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

- 4/7/365 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



#### EXTENDED WARRANTY

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

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### AirLink Complete Benefits:

#### ACCELERATE YOUR DEPLOYMENTS

- You will 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.



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## Sierra Wireless – AirLink Complete Welcome Package

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### Register Your Devices

When you purchase one of the following devices, you are eligible for one free year of AirLink Complete service:



**ES450**



**LX40**



**LX60**



**RV55**



**RV50X**



**MP70**

Your new AirLink routers and gateways must be registered within 60 days of purchase to receive one year of complimentary AirLink Complete.

You can register your devices at [www.sierrawireless.com/complete/register/](http://www.sierrawireless.com/complete/register/)

For your previously purchased AirLink devices, contact your Sierra Wireless Partner to purchase AirLink Complete. We offer one, three and five year subscription options.

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### Maintenance Mode

Maintenance Mode allows you to delay device activation for up to 60 days. Once a device is active, it cannot be put into Maintenance Mode.

- Maintenance Mode is only available one time – when a new device is initially registered.
- Devices can be in Maintenance Mode for a maximum of 60 days.
- Following the 60-day Maintenance Mode period, devices will automatically be activated, and the one-year subscription will begin.
- Once a device subscription has begun, the device cannot be put in maintenance mode again.

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
- Putting the device in maintenance mode for 60 days when you register it.

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### AirLink Complete Renewals

AirLink Complete subscriptions are available in one, three and five year terms.

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### AirLink Complete Term Duration

AirLink Complete is available for as long as you continue to operate your devices.

The extended warranty option is limited to 2 years – extending the original device warranty from 3 years to a maximum of 5 years.



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## Sierra Wireless – AirLink Complete Welcome Package

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### Consolidated 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 Complete contract.

When you register new devices, they will be aligned to the same subscription renewal date. 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.

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### AirLink Management Service (ALMS) Overview

AirLink Management Service (ALMS) is included with AirLink Complete. 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 a an overview of ALMS.

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### Advanced Reporting Option

If you are looking for more data-rich and historical reporting, we offer ALMS Advanced Reporting and Analytics (ALMS ARA).

ALMS ARA has all the same powerful core capabilities in ALMS but adds advanced historical reporting capabilities. ALMS ARA 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 ALMS ARA.



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## Sierra Wireless – AirLink Complete Welcome Package

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### AirLink Complete Pro

Short on Resources? Do you have limited time or technical to manage your fleet of devices? With AirLink Complete Pro, Sierra Wireless will monitor and maintain your devices, so you can focus on your core business.

The experts at Sierra Wireless provide you with:

- Device health and performance monitoring
- Usage pattern monitoring
- Remotely managed software and firmware updates
- Customized device and usage alert set-up
- A monthly summary report on device health and usage

AirLink Complete Pro also includes access to 24/7/365 technical support and an extended hardware warranty option.

The annual subscription cost for AirLink Complete Pro is \$120/device, with no minimum number of AirLink devices required.

Talk to your Sierra Wireless Partner about upgrading to AirLink Complete Pro.



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### Sierra Wireless Professional Services

Do you need advice on best practices or how to most effectively leverage your hardware investment?

The Sierra Wireless Professional Services team is available to provide recommendations on best practices to ensure your device deployments go smoothly and your devices operate at peak performance.

For more information, please contact your Sierra Wireless Partner or your Regional Sales Manager.

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### 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: <http://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](http://www.sierrawireless.com)

# AirLink Complete Customer Support

## AirLink Complete Customer Support

Your AirLink Complete subscription provides you with access to a team of highly skilled and experienced Sierra Wireless Support Engineers and a multitude of support services directly from Sierra Wireless.

Along with this Welcome Package you will have received an e-mail containing instructions on how to activate your Sierra Wireless Customer Portal account. 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 **1-877-687-7795** or **1-760-437-8058** and we will get you set-up.

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

For Critical issues, we provide 24/7/365 emergency support 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 within one hour.

For all other issues, 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	RESPONSE TIME	ON-GOING COMMUNICATION	MANAGEMENT ESCALATION
Critical	< 1 hour	As Agreed	After 2 hours if not resolved or downgraded
Major	< 2 hours	Every 4 hours or As Agreed	After 24 hours if not resolved or downgraded
Minor	2 Business Days	N/A	N/A





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## AirLink Complete Customer Support

### How to Reach Us

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#### PHONE

Call Toll Free: North America: **1-877-687-7795**

Toll Number: **1-760-437-8058**



#### 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
- Software version

For Network Management Related Issues:

- Which platform - AirLink Management Service (ALMS) or ALMS Advanced Reporting and Analytics (ALMS ARA)
- Your Account Name and e-mail address associated with the 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

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### 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.



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# AirLink Complete – Support Terms and Conditions

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## GENERAL

This document sets forth the terms and conditions that apply to AirLink Complete. AirLink Complete is Sierra Wireless' service offering for its AirLink routers and gateways ("Devices"), which generally includes access to a web-based Device management platform, support and maintenance and an extended warranty for eligible Devices. AirLink Complete may also include other services, depending on the specific AirLink Complete subscription you purchase.

## SUBSCRIPTIONS; RENEWALS

AirLink Complete is a subscription service. Sierra Wireless will only provide AirLink Complete services for Devices that have been registered and for which the applicable subscription fees have been paid. For new Devices, AirLink Complete subscriptions will commence on the date you register the Device, and no later than 60 days after the purchase date of the Device. The term of the subscription and any renewal will be specified in the ordering document accepted by Sierra Wireless or its authorized reseller. Sierra Wireless is not required to renew any subscription for AirLink Complete. If you allow an AirLink Complete subscription for a Device to lapse, additional fees may be required in order to reinstate AirLink Complete for that Device.

## AIRLINK COMPLETE SERVICES

Sierra Wireless will use commercially reasonable efforts to provide AirLink Complete services to you in accordance with the applicable AirLink Complete program documentation in effect at the time the applicable service is provided (the "Documentation"), subject to these terms and conditions. A copy of the Documentation will be provided to you when you first register for AirLink Complete. However, you acknowledge that the AirLink Complete program and the associated Documentation may change from time-to-time without notice to you, including to add, change or discontinue certain services. Sierra Wireless will provide you with a copy of the current Documentation on request.

## EXTENDED WARRANTY

If an AirLink Complete subscription includes an extended warranty for a Device, the applicable warranty terms and procedures to make a warranty claim are described in the End-User Warranty for Sierra Wireless AirLink products available at [www.sierrawireless.com/legal/terms](http://www.sierrawireless.com/legal/terms). The extended warranty only applies if the AirLink Complete subscription has been in effect continuously from the initial purchase of the Device until the warranty claim is made and is not transferrable if the Device is sold. Before returning a Device to Sierra Wireless you should backup relevant data and information and delete any personal or confidential information. AirLink Complete does not cover the backup, recovery or reinstallation of your data, software, or information on the Devices.

## SOFTWARE UPDATES AND UPGRADES

All AirLink Complete subscriptions include upgrades and updates of the Device software ("Software Updates"), at no additional cost. The timing, methods and extent to which any Software Updates are made available are at Sierra Wireless' sole discretion. Software Updates may not include new or optional features or functionality, which may need to be purchased separately. You are not obligated to accept and install a Software Update, but if you choose not to, you acknowledge that the Device functionality and security may be compromised, and that Sierra Wireless may be unable to address certain issues unless you accept and install the latest Software Updates. If we provide a Software Update to you, your rights to that Software Update are limited to a non-exclusive, non-sublicensable, non-transferable license to (a) install the Software Update on the Device for which it was intended, which must be a Device covered by a current AirLink Complete subscription, and (b) to execute the Software Update on that Device. Except for the foregoing license, all right, title and interest in the Software Updates are retained by Sierra Wireless. You may not (i) alter, modify or create derivative works of the Software Updates; (ii) decompile or reverse engineer the Software Updates; or (c) copy any ideas, features, functions or graphics of the Software Updates or use the Software Updates in any way to assist in creating a competitive product or service.



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# AirLink Complete – Support Terms and Conditions

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## AIRLINK COMPLETE PRO

If an eligible Device has an AirLink Complete Pro subscription, then you authorize us to conduct activities that are designed to enhance the performance, reliability or security of the Device or any associated Sierra Wireless services that we are providing to you. These may include, without limitation, installing over-the-air Software Updates, traffic monitoring/management and making remote changes to the configuration of the Device (“Device Management Activities”). You acknowledge that Device Management Activities may in certain cases result in a temporary disruption or degradation of services or your ability to use the Device. We will endeavor to conduct Device Management Activities during your preferred maintenance windows, but may conduct such activities outside those windows if we reasonably believe it is necessary in order to address a security vulnerability or to prevent fraudulent, unauthorized or excessive use of the Device or any associated Sierra Wireless services. Any software updates or upgrades provided under AirLink Complete Pro are subject to the terms described above under the section titled “Software Updates and Upgrades”. You also acknowledge that Device Management Activities will use cellular data, and that you will be responsible for any associated costs and overages, regardless of whether the cellular connectivity is provided by Sierra Wireless or by a third party.

## NOT COVERED BY AIRLINK COMPLETE

AirLink Complete programs do not cover, and Sierra Wireless will have no obligation to provide support for issues caused by or resulting from any of the following: (a) any product that is not a Device or any software not provided by Sierra Wireless; (b) Devices not purchased from Sierra Wireless or its authorized resellers or distributors or that have been repaired or modified by anyone other than Sierra Wireless or its authorized service providers; (c) physical damage to Devices, whether resulting from normal wear-and-tear or from other causes, including exposure to moisture, heat or other abnormal working conditions (e.g. high voltage, AC voltage, corrosion); (d) improper installation, or failure to abide by the use, safety, and maintenance instructions contained in the packaging of the Device or made available by Sierra Wireless; (e) any Device where the serial number has been removed or that has been damaged or defaced; (f) malfunctions or defects resulting from the use of the Devices with products, services or equipment not expressly approved or provided by Sierra Wireless; or (g) any Device where Sierra Wireless is unable to find any defects despite reasonable investigation.

## TERMINATION AND SUSPENSION

Sierra Wireless may limit or terminate AirLink Complete services without notice if you use the services in an irregular, excessive, abusive or fraudulent manner, as determined by Sierra Wireless in its reasonable discretion. If you terminate or downgrade a subscription during the applicable subscription term, you will still be responsible for the fees until the end of the applicable subscription term. You may also terminate a subscription on 30 days written notice if we materially breach our obligations to provide the AirLink Complete services and fail to remedy the breach within the 30 day notice period.

## NON-TRANSFERABLE

AirLink Complete subscriptions may not be transferred from one Device to another or transferred or assigned to a new owner of a Device without Sierra Wireless’ written consent. Any transfer of ownership of a Device automatically voids any AirLink Complete subscription for that Device, and Sierra Wireless has no obligation to refund or credit any prepaid amounts.

## DISCLAIMER OF WARRANTIES

Except as otherwise expressly set forth, the airlink complete services and software updates are provided to you on an “as-is” and “as available” basis without representations or warranties 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 representations and warranties regarding the airlink complete services and software updates, including any representations and warranties of fitness for a particular purpose, title, merchantability, and non-infringement. sierra wireless and its suppliers do not represent or warrant that (a) the provision of the airlink complete services or the operation of the devices or software updates will be uninterrupted, error free, secure or free of vulnerabilities to intrusion or attack; or (b) all issues and errors will be corrected.



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## AirLink Complete – Support Terms and Conditions

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### 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 Complete services during the subscription term 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 (a) special, incidental, indirect or consequential damages (including loss of profits) and (b) punitive and exemplary damages, arising out of or in connection with the AirLink Complete services or the software updates, even if Sierra Wireless or its suppliers has 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 Complete services without such limitations.

### 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 services. 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. All claims or disputes arising under or in connection with this document or the AirLink Complete Services will be governed by the laws of the State of New York, U.S.A. and submitted to arbitration conducted by JAMS in New York, New York in accordance with JAMS rules of arbitration, except as follows: (a) if you are incorporated or organized within the regions of Europe, Middle East or Africa, the laws of Switzerland will govern and arbitration will be conducted in Paris, France by the International Court of Arbitration in accordance with the ICC rules and procedures; and (b) if you are incorporated or organized within the Asia region, Australia or New Zealand, the laws of the Special Administrative Region of Hong Kong will apply and the arbitration will be conducted in Hong Kong, PRC, by the International Chamber of Commerce in accordance with ICC rules and procedures; in each case without regard to the conflict of law provisions of such jurisdiction. The arbitration will be binding and conducted in English before a single arbitrator. **The parties waive all rights to trial by jury.**





### About Sierra Wireless

Sierra Wireless (NASDAQ: SWIR) (TSX: SW) is the leading IoT solutions provider that combines devices, network and software to unlock value in the connected economy. Companies globally are adopting IoT to improve operational efficiency, create better customer experiences, improve their business models and create new revenue streams. Whether it's a solution to help a business securely connect edge devices to the cloud, or a software/API solution to help manage processes associated with billions of connected assets, or a platform to extract real-time data to make the best business decisions, Sierra Wireless will work with you to create the right industry-specific solution for your next IoT endeavor. Sierra Wireless has more than 1,300 employees globally and operates R&D centers in North America, Europe and Asia.

For more information, visit [www.sierrawireless.com](http://www.sierrawireless.com).

Connect with Sierra Wireless on the IoT Blog at [www.sierrawireless.com/iot-blog](http://www.sierrawireless.com/iot-blog), on Twitter at [@SierraWireless](https://twitter.com/SierraWireless), on LinkedIn at [www.linkedin.com/company/sierra-wireless](https://www.linkedin.com/company/sierra-wireless) and on YouTube at [www.youtube.com/SierraWireless](https://www.youtube.com/SierraWireless)

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