

Managed Connectivity Solutions

SERVICE FEATURES	PREMIUM	ESSENTIAL	For FirstNet	For Remote Workers
Application Focus	Require guaranteed Internet access for mission-critical applications	Require reliable Internet access for non-mission-critical applications	For First Responders who require reliable access to AT&T FirstNet	For remote workers who require back up connectivity to supplement their wireline internet when no downtime / lags are tolerated
Service Level				
4-point SLA - Availability, Performance, Latency, Mean Time to Restore	✓	✗	✗	✗
Setup				
Fulfillment – Accounts Created and Devices Pre-Configured/Tested/Kitted	✓	✓	✓	✓
Professional Installation	✓	✗ (optional add-on)	✗	✗ (optional add-on)
Professional De-installation	✓	✗	✗	✗
Hardware				
Sierra Wireless Router – Model Options	MP70 RV55 (or RV50X)	MP70 RV55 (or RV50X)	MP70 Wi-Fi RV55 Wi-Fi	LX40 Wi-Fi
Router – Rented vs. Purchased	Rented	Rented	Financed	Rented or Purchased upfront (critical)
Antenna Included	✓ (premium antenna)	✓ (paddle antennas, premium as a paid option)	✗	✓ (paddle antennas, premium as a paid option)
Device Management - Monitoring/Usage	✓	✓	✓	✓
Firmware Management - Security Updates	✓	✓	✓	✓
Connectivity				
Connectivity – Monthly Data Options	From 250 MB to 10 GB (contact us for your specific needs)			
Contract Terms	Flexible terms - month to month, 6 months, 1 year and 3 year terms		3 year term	Min 6 months term
Connectivity Management - Monitoring/Usage	✓	✓	✓	✓
Best Carrier Coverage Selection	✓	✓	✗	✓
Cross Carrier Pooling – Cross-Data Plan Pooling	✓	✓	✗	✓
Technical Support				
Customer Care Center (24/7/365)	✓	✓	✓	✓
On-site Support	✓	✓	✗	✗
Equipment Replacement	✓	✗	✗	✗
Reporting				
Monthly Report	✗	✗	✓	✗