



AirLink® Support for MG90

FEATURES

- 24/7 support coverage
- Designed for AirLink MG90
- Full access to dedicated Sierra Wireless technical support professionals
- Includes AirLink Mobility Manager (AMM) Network Management
- 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
- 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 support services that provide a range of extended coverage options, to help organizations optimize the performance of their AirLink MG90 devices, connected mobile assets and mission critical applications.

AirLink Support for MG90

The AirLink Support plan for the MG90 is 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.

AirLink Support is available for all 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, AirLink Support is our most comprehensive support offering delivered by Sierra Wireless's experts.

Service Level	
CUSTOMER SUPPORT	
24 x 7 Technical Support by phone or web portal	✓
Service Level Targets	✓ Priority Response
Emergency Support	✓
Named Support Engineer	✓
NETWORK MANAGEMENT	
Network Management included (Hosted AMM)	✓
ENTERPRISE NETWORK SUPPORT	
Access to Tier 3 Network Operator Support ¹	✓
Managed Software Updates	✓
EXTENDED HARDWARE SUPPORT³	
Accelerated Replacement Program	✓
Two-way shipping for all RMAs⁴	✓
Extended Hardware Warranty⁵	✓

Industry's Best Out-of-Box Coverage

AirLink MG90 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. Every purchase of AirLink MG90 includes:

- ✓ Three (3) year hardware warranty
- ✓ Free firmware updates for the life of the device, available on release
- ✓ Free access to the Source at source.sierrawireless.com 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

¹ With participating Network Operators

² May be provided by a Participating AirLink Reseller

³ Extended Hardware Support is only available on products that have not reached a formal End of Life

⁴ Shipping not paid if No Fault Found (NFF) with hardware

⁵ 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 1-877-687-7795.

About Sierra Wireless

Sierra Wireless (NASDAQ: SWIR) (TSX: SW) is an IoT pioneer, empowering businesses and industries to transform and thrive in the connected economy. Customers Start with Sierra because we offer a device-to-cloud solution, comprised of embedded and networking solutions seamlessly integrated with our IoT services. OEMs and enterprises worldwide rely on our expertise in delivering fully integrated solutions to reduce complexity, turn data into intelligence and get their connected products and services to market faster. Sierra Wireless has more than 1,400 employees globally and operates R&D centers in North America, Europe and Asia.

For more information, visit www.sierrawireless.com.