AirLink® Complete

FEATURES

- Direct access to dedicated Sierra Wireless technical support
- Includes AirLink Management Service (ALMS), ALMS ARA or Hosted AirLink Mobility Manager (AMM)
- Online ticket submission and tracking

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

Your business or organization relies on Sierra Wireless routers and gateways to keep their work force, mobile assets and mission critical applications connected to the enterprise. Your success requires you to deploy, manage and protect your network as your organization grows. AirLink Complete helps you meet these objectives by providing a comprehensive set of service and tools that provides the following benefits.

- Reduce stress and get started faster
- Provides peace of mind
- Freedom to manage your business your way

AirLink Complete

AirLink Complete combines best-in-class device management, support and warranty.

Every AirLink router or gateway purchase[1] includes the first year of AirLink Complete. Your organization will have the freedom to choose to extend this coverage over the life of your deployment.

AirLink Complete includes:

- Access to cloud-based Network Management tools AirLink Management Service (ALMS) to assist with deployment, configuration and upgrades.
- Access to ALMS Advanced Reporting and Analytics (ALMS ARA) or Hosted AirLink Mobility Manager (AMM) is available at an additional cost
- Direct Access to Tier 1 technical support from Sierra Wireless
- Three (3) year hardware warranty (standard)
- Free firmware updates for the life of the device, available on release
- Free access to the Source at https://source.sierrawireless.com for all technical documentation and software downloads
- After the 1st year, you may choose to extend this coverage over the life of your deployment (up to 5 years maximum).

SERVICE LEVEL	AIRLINK COMPLETE	AIRLINK COMPLETE ARA	AIRLINK COMPLETE AMM
Supported Devices	AirLink LX, ES, GX, RV, MP Series[2]		
Service Levels			
Self-service Customer Support Portal	✓	✓	✓
24 x 7 Telephone Technical Support	✓	✓	✓
Service Level Targets	✓	✓	✓
Extended Emergency Support	✓	✓	✓
NETWORK MANAGEMENT			
Network Management Included	ALMS	ALMS ARA	Hosted AMM
EXTENDED HARDWARE WARRANTY[3]			
Extended hardware warranty (max. 5 years from purchase)[4]	✓	✓	✓

[1] For Eligible AirLink Devices Only (LX, MP, RV, GX, ES series). See AirLink Support for MG90.

[2] AirLink Complete ARA and AirLink Complete AMM are available at additional cost. Contact Sales for pricing.

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

[4] The first three (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® Complete, 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.

SIERRA WIRELESS®