



**SIERRA**  
WIRELESS®

A SEMTECH COMPANY

# AIRLINK® SERVICES SUPPORT GUIDE

October 17, 2023

## TABLE OF CONTENTS

---

3	Welcome to AirLink Services	6	Resolution and Software Policy
3	AirLink Services Benefits	7	Hardware Support
4	Contacting Sierra Support	7	Support and Maintenance - AM/AMM and ACM on premises Deployment
5	Services Overview	8	Support Terms and Conditions
6	Severity Definition		

---




## Welcome to AirLink Services

---

Sierra Wireless offers a range of routers and gateways with remote management solutions that allow organizations to keep mission critical workers and assets connected to the enterprise. Our solutions provide a host of value-added capabilities, such as access to customer support, remote device management and monitoring, location-based services and more.

Sierra Wireless AirLink solutions, includes the best coverage in the industry. The solutions include both device hardware and AirLink Services to ensure the best experience and quickest route to deployment.

By default, our solutions include the following:

		
<b>One year default hardware warranty*</b>	<b>One year of AirLink Services</b> <ul style="list-style-type: none"><li>For ALMS customers, the 1st year AirLink Complete or Premium is included in the solution purchase</li><li>For AM/AMM or ACM on-prem customers, the purchase of a minimum 1 year of AirLink Support is mandatory</li></ul>	<b>Access to the Source</b> For all technical documentation and software downloads.

Customer support is included as part of our AirLink Services offerings, summarized below:

- **AirLink Complete/AirLink Premium** – for customers on ALMS, our cloud management platform
- **AirLink Support Devices** – for customers on AM/AMM, our on-premises management platform or ACM our VPN solution

Support is not available as a standalone offer.

Customers without a valid AirLink Services subscription do not have access to Support, nor do they have access to fully featured firmware releases – only security fixes releases in accordance with their embedded OS lifecycle stage.

---

## AirLink Services 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**
  - Access to Sierra Wireless technical support professionals
- **Predictable cost of maintenance for your fleet of routers and gateways**
  - Extends hardware warranty with valid subscription for up to five (5) years from date of purchase
  - Access to fully featured firmware releases, in accordance with the device lifecycle stage
- **Includes access to Cloud based management platform (if applicable)**

\* MG90 has three year default hardware warranty



---

# Contacting Sierra Wireless Customer Support

---

Consult the Sierra Wireless website for up-to-date product descriptions, documentation, application notes, firmware upgrades, troubleshooting tips and press releases: <https://source.sierrawireless.com>

For those with a registered AirLink services subscription, Sierra Wireless customer support is available via phone and web portal as follows:

METHOD	DESCRIPTION	DETAILS
<b>PHONE</b>	For critical issues that need immediate attention and for quick questions that need quick answers. 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).	<b>TOLL-FREE NUMBERS:</b> <b>North America</b> – 1 877 687 7795 <b>Australia</b> – 1800 958 313 <b>France</b> – 0805 62 00 32 <b>United Kingdom</b> – 0800 031 8179
<b>WEB</b>	For issues where an immediate response is not needed or for issues with a lot of complex detail that are better communicated in writing.  If an issue is urgent, please follow-up with a phone call and quote the Web Portal ticket number.	Browse to: <a href="#">Customer Support Portal</a>  Your Customer Support Portal Password is required for Login

---



# Services Overview

## AIRLINK SERVICES PORTFOLIO (SUBSCRIPTIONS)

COVERAGE	AIRLINK SUPPORT	AIRLINK COMPLETE	AIRLINK PREMIUM
<b>Customer Support</b>			
Technical Support (phone or online)	●	●	●
Service Level Targets	●	●	●
Emergency Escalation	●	●	●
<b>Service Level Target – Issue Response</b>			
Critical Issue		< 4 hours	
Major Issue		< 1 business day <sup>1</sup>	
Minor Issue		< 4 business days <sup>1</sup>	
<b>Network Management</b>			
Management Platform	AMM/ACM <i>on-premises solution is sold separately</i>	ALMS	ALMS
<b>Hardware Support<sup>2</sup></b>			
Accelerated Replacement Program <sup>3</sup>	●		●
Two-way Shipping for all RMAs <sup>4</sup>	●		●
Extended Hardware Warranty <sup>5</sup>	●	●	●
<b>Compatible Embedded OS</b>	MGOS, ALEOS	ALEOS, AirLink OS	AirLink OS
<b>Advanced Mobility Reporting</b>		● <i>Optional</i>	● <i>Included with AirLink Premium</i>

1. Business Days: Monday through Friday, excluding Sierra Wireless office closure dates
2. Extended Hardware Support is only available on products that have not reached a formal End of Life and may not extend beyond the supported warranty period. (maximum 5 years)
3. May be provided by a participating AirLink Reseller
4. Shipping is not paid if No Fault Found (NFF) with hardware
5. The first year of coverage is provided under the default hardware warranty. A maximum of 5 years of warranty is provided as part of AirLink Support, AirLink Complete and AirLink Premium

---

## Services Overview

---

### Severity Definition

Sierra Wireless is committed to delivering the highest level of support to our customers. To help us manage support requests, the following severity scale is used 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 severity level of the issue.

**CRITICAL:** The Sierra Wireless Product and/or Service is down for a customer's entire or major portion of their deployment. 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 impacted. There is no practical workaround available for the issue.

**MINOR:** The Sierra Wireless Product and/or Service is not fully operating per specifications while the customer operational impact is minimal or there is a workaround to issue that would otherwise be Critical or Major; also applicable to questions and requests for information.

---

### Resolution and Software Policy

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 Customer Support team considers appropriate. Updates on progress to developing a solution will be provided as agreed to between the customer, and the Customer Support team.

Support on software related issues will only be provided on versions no older than 2 software versions from the latest current released version.

#### Scope of Support

Sierra Wireless does not develop custom applications for AirLink customers, whether using ALEOS Application Framework (AAF) or container application on AirLink OS embedded software. Customers interested in developing such applications for their use case should contact a 3rd party vendor.

As a result, Sierra Wireless does not provide support and/or troubleshooting for applications developed by 3rd party vendors. Customers are invited to contact their developer directly for that purpose. Sierra Wireless will support said vendors to ensure that the interfaces/APIs used to enable custom applications are not at fault.

Sierra Wireless does not design nor implement network solutions. However, Sierra Wireless can recommend 3rd party vendors.

Sierra Wireless does not troubleshoot customer's network environments not related to AirLink products (e.g. not looking at packet capture outside of AirLink routers).

Sierra Wireless does not configure devices/services to be used with our products (e.g. we can't support customers asking us to set up their CAD system to work with our AirLink router but we will assist in configuring the necessary settings on the AirLink router)

Finally, Sierra Wireless will only provide technical support for the current and the previous two major releases of the embedded software running on its routers, or the current and previous two major releases of AM/AMM or ACM.

---

## Services Overview

---

### Hardware Support

#### **AirLink Accelerated Replacement Program (ARP)**

The program is designed to quickly replace an in-warranty AirLink router or gateway within 1-2 business days. With this service, a replacement for a malfunctioning device can be issued and shipped on the same day it is reported to get your vehicles, equipment, and services back online faster.

ARP is provided at no cost by participating Sierra Wireless Partners. AirLink customers that do not receive ARP from their Partners receive access to this program and can work directly with Sierra Wireless.

#### **Two-way Shipping for all Return Merchandise Authorizations (RMA)**

AirLink customers receive complementary two-way shipping on all RMAs. Shipping will not be paid if there is No Fault Found (NFF) with the hardware.

#### **Extended Hardware Warranty**

Extended Warranty is only available through a valid AirLink Complete, AirLink Premium or AirLink Support subscription. A total of five (5) years of coverage is the maximum warranty provided for any Sierra Wireless product.

---

### Support and Maintenance - AM/AMM and ACM On Premises Deployment

Customer leveraging our AM/AMM on-prem solution are required to pay for the solution Support and Maintenance. This offering is specific to on-prem customers and include the following:

- **Support of the AM/AMM Platform Operation** – including software-related issues and ensuring customers devices are connected/reporting as expected.
- **Maintenance of the Software Installation** – including ability to upgrade to the latest version of the AM/AMM software without additional fee, along with support in getting the installation upgraded as required.

Support table above applies to AM/AMM/ACM on premises solution (*see column "AirLink Support"*).

Examples of other support related request for on-premises customers are:

#### **AM/AMM**

- **Reports** – including troubleshooting and assistance with generating reports
- **Thresholds** - Requests to add columns that are not included in the dashboard by default.
- **User Management** - user creation and modifications
- **Templates** - Creating templates, troubleshooting issues with templates, applying templates to devices
- **Devices** - add/troubleshoot device management
- **Server Software** - Upgrades, fail over testing

#### **ACM:**

- **Adding New Devices** to configuration for VPN connection
- **Troubleshooting ACM Issues** - Failover issues, connectivity issues, storage issues
- **Making Configuration Changes** - Devices, static routes, passphrase
- **Server Software** - Upgrades, fail over testing



---

# Support Terms and Conditions

---

## GENERAL

This sets forth the terms and conditions that apply to your use of the AirLink support programs provided in conjunction with your purchase and use of AirLink routers and gateways. Sierra Wireless may limit or terminate support, or may elect not to renew support 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 support at any time, and to change, delete, discontinue or impose conditions on any feature or aspect of support 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/>.

## NOT COVERED SUPPORT

Support 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 support 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.



---

## Support Terms and Conditions

---

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.

### SUPPORT TERM; NOT TRANSFERABLE

Support programs will commence on the date you purchase the paid support 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"). Sierra

Wireless reserves the right to cease offering renewal of the paid AirLink Support 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 support program. Any such termination shall not affect Sierra Wireless's rights hereunder.

Support 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 support; however, a subsequent purchaser of AirLink products may purchase their own support, which would be subject to terms and conditions then in effect. In the case of a subsequent purchaser of AirLink products, the support 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 support 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 support 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.

**Markings:** You shall not obliterate, alter or remove any proprietary or intellectual property notices from the Software, updates and upgrades and to the extent the support program or any other agreement between the Parties permits Customer to make copies of the Software and the updates and upgrades, Customer shall reproduce such notices as they appear on the Software.

### 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.



---

## Support Terms and Conditions

---

### 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 Preferred

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 support 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.





### **About Semtech**

Semtech Corporation (Nasdaq: SMTC) is a high-performance semiconductor, IoT systems, and cloud connectivity service provider dedicated to delivering high-quality technology solutions that enable a smarter, more connected, and sustainable planet. Our global teams are committed to empowering solution architects and application developers to develop breakthrough products for the infrastructure, industrial and consumer markets.

To learn more about Semtech technology, visit us at [Semtech.com](https://www.semtech.com) or follow us on [LinkedIn](#) or [X](#).

"Semtech", "Sierra Wireless" and "AirLink" are registered trademarks of Semtech Corporation or its subsidiaries. Other product or service names mentioned herein may be the trademarks of their respective owners. © 2023 Sierra Wireless, Inc. © 2023 Semtech Corporation. All rights reserved. 2023.10.17