



Sierra Wireless® InMotion Platinum Support

Extended Support Services

COVERAGE

Platinum Extended Support is a comprehensive support package for InMotion Solutions products from Sierra Wireless including the oMG Mobile Gateway, oMM Management System, oCM VPN Server, and Applications (e.g. Tracker).

Platinum Support includes the following:

EXTENDED TECHNICAL SUPPORT

- Priority telephone and email support within 2 hours during normal office hours
- Emergency* telephone support within 1 hour, 24 hours per day, 365 days per year
- Access to online Knowledge Base

EXTENDED HARDWARE SUPPORT

- Product hardware repair or replacement
- Advance Replacement Service
- Expedited RMA shipping
- Shipping to and from customer of repaired/replacement product

EXTENDED SOFTWARE SUPPORT

- Software Upgrades - new releases
- Software Updates - software required for new radios, bug fixes and enhancements of already purchased features and applications

LIMITATIONS

*Emergency support is limited to failures or significant operational impairment to the fleet of oMGs, the oMM or the oCM.

Customers may opt to purchase Platinum Extended Support at any time. However, continuity in warranty and extended support coverage must be maintained or a bridging fee will apply.

Customers must use either the hosted or enterprise versions of oMM Management System to qualify for Platinum extended support.

Customers must request a Return Merchandise Authorization (RMA) before returning equipment for repair. A Technical Support Representative will attempt to diagnose and repair the problem before issuing the RMA.

About Sierra Wireless

Sierra Wireless is building the Internet of Things with intelligent wireless solutions that empower organizations to innovate in the connected world. We offer the industry's most comprehensive portfolio of 2G, 3G, and 4G embedded modules and gateways, seamlessly integrated with our secure cloud and connectivity services. OEMs and enterprises worldwide trust our innovative solutions to get their connected products and services to market faster.

For more information, visit www.sierrawireless.com.