

# MANAGED SERVICES

## — PACKAGE DETAILS —

\*All packages require customer to purchase OEM Cloud Management

### STANDARD

**\$10.00**

per month, per device

### ADVANCED

**\$15.00**

per month, per device

### PREMIUM

**\$23.00**

per month, per device

#### Available for:

Primary router / cellular connectivity

Backup / failover cellular connectivity

Phone and email support (help desk)

Stage & kit routers to customer configuration & cloud management setup prior to shipping



Monday - Friday  
8 am to 8 pm (EST)



7 days a week  
8 am to 8 pm (EST)



7 days a week  
24 hours a day



### Cloud Management Platform Setup To Customer Specifications

APN setup



Router vs IP passthrough



WiFi configuration



Set up groups configurations (beta / test profile + main group configs)



Port forwarding



VPN configuration



Set up and manage data usage alerts



Set up rules for failover / failback (SIM1 to SIM2 rules - apply only to dual SIM routers)



When new firmware is available

Notify & push out updates based on profile rules

Notify & push out updates based on profile rules

Notify customer, new firmware testing & verification prior to installation

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1-800-295-6567



sales@convergeiot.com



Converge IoT

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#### Router Monitoring / Uptime

Set Up Alerts via Cloud Platform



Reactive support / ticketing



Proactive monitoring to alerts



Remote router resets & troubleshooting



#### Carrier Issues

Carrier connectivity troubleshooting

If router is connected, refer customer to carrier support

Level 1 troubleshooting with carrier's support / engineering team

Escalation to carrier's fire support / engineering team

#### Advanced Rma (For Units Under Warranty)

If it is determined that a device needs to be replaced, we will send out an Advanced RMA Replacement. Customer is responsible to ship back the defective unit.

Shipping of replacement unit



2 day shipping

Converge IoT will provide prepaid return label for defective unit



If a technician is required to go onsite, a tech will be dispatched to troubleshoot within:

5 business days at a rate of \$100/hr



Overnight shipping



2 business days at a rate of \$100/hr



Overnight shipping



2 business days at a rate of \$100/hr

#### Management of SD-WAN Handoff

Best effort support to help customer with integration into SD WAN solution



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