

## **CradlePoint CradleCare Support – Specifications**

November 14, 2014

### **## Purchase Requirements**

- For products that are not covered under a CradleCare Support subscription, customers may add the product(s) to a current CradleCare Support subscription or purchase a new CradleCare Support subscription until 12 months after the original purchase date (or CradlePoint factory Ship Date if Proof of Purchase Date is not available).
- Renewals must be contiguous (no lapse in coverage)

### **Description of CradleCare Services**

CradlePoint CradleCare provides remote support for all active products, Enterprise Cloud Manager, Enterprise Cloud Manager Applications, and Feature Licenses. Products that have entered the End-of-Life process may be subject to additional restrictions.

CradlePoint offers the following options to the customers:

- CradleCare Basic Support
- CradleCare Support

CradlePoint clients obtain technical support from the CradlePoint TAC (Technical Assistance Center) by contacting CradlePoint through email, online chat, or via the phone. CradlePoint only offers remote technical support. Onsite service is not included in any CradleCare Support offering. All onsite services are at the client's expense.

CradlePoint Support will perform support services primarily through Email, Online Chat, and Telephone but from time to time may offer its customers the option of Remote Computer, Enterprise Cloud Manager or WiPipe Central account, or Router Control, where a support representative can, with the customer's permission, take over the Client Computer, Service Account, or router. By purchasing CradleCare Support, the client acknowledges that they are aware that they will, on occasion, be offered the Remote Control option. CradlePoint Engineers are not allowed to use Remote Control without the explicit consent of the customer.

CradlePoint will use reasonable effort to provide the customer with technical support, for as long as the CradleCare Support agreement is in force.

CradlePoint reserves the right to refuse service to anyone.

### **CradleCare Basic Support**

CradleCare Basic Support includes the following:

## Support

- Phone Support
  - 12 X 5 Live Support (6 a.m. to 6 p.m. Mountain Time)
- Email / Chat
- Knowledge Base Articles

## Firmware Updates/Upgrades

- Maintenance releases, workarounds or patches for critical bugs, upon release
- Firmware upgrades, including new features and capabilities, upon release
- Modem firmware upgrades, as available

## Additional

- CradlePoint can at CradlePoint's sole discretion leverage access to major wireless carrier support organizations for cellular network issues
- Online video based training sessions

## CradleCare Support

CradleCare Support includes the following:

### Support

- Phone Support
  - 12 X 5 Live Support (6 a.m. to 6 p.m. Mountain Time)
  - 24 X 7 Qualified Emergency Support – qualifying for 24 X 7 emergency support requires all of the following:
    1. a previously deployed and functioning device must be in a down state
    2. the down device must be an enterprise class device (support Category 2 or higher – includes all current devices except the MBR95 and MBR1200B)
    3. the down device must have a significant negative impact on the company calling for support
- Email / Chat
- Knowledge Base Articles
- Service Level Targets Summary\*
  - All calls not immediately taken will be responded to within 2 business hours
  - Chat conversations will be responded to within 5 minutes while chat is open
  - Email will be responded to no later 48 business hours

\*For details see the **Service Level Targets** document on the [CradleCare Support product page](#).

**Firmware Updates/Upgrades**

- Maintenance releases, workarounds or patches for critical bugs, upon release
- Firmware upgrades, including new features and capabilities, upon release
- Modem firmware upgrades, as available

**Extended Warranty**

- Extended hardware warranty (maximum 5 years from purchase of hardware)
- Next business day replacement
  - CradlePoint pays shipping for replacement product; Customer pays return shipping for failed product
  - For warranty replacements outside the US contiguous 48 states, shipment times may be longer due to carrier capabilities and customs clearance

**Additional**

- CradlePoint can at CradlePoint's sole discretion leverage access to major wireless carrier support organizations for cellular network issues
- Dedicated assigned account engineer (for networks with more than 50 sites)
- Online video based training sessions
- Enterprise engineering resources for network design and best practices implementation
- Priority consideration of future feature requests and beta trials