

DevProv+90: Device Provisioning & 90 Day Device Support

Real Time Ops is proud to offer an exciting new service package to our services portfolio - DevProv+90. DevProv+90 is a suite of WWAN services designed to reduce your total cost of ownership by providing your company with provisioning and support services related to your network device. The DevProv+90 support window begins from date of invoice and includes:

WWAN Provisioning Services

Included free of charge with DevProv+90 purchase

- Carrier Configuration & Provisioning of your WWAN Network Device
- Carrier and Device Asset Report
- Carrier and Manufacturer Advocacy Services
- IP Labeling (if applicable)
- Firmware & Post Updates completed pre-deployment
- Programming PDF digitally accessible and packaged with Device

Our wireless experts will provision your new network devices with settings obtained from your wireless Carrier. Once obtained, your device will be provisioned, registered and authenticated on your Carrier's network prior to deploying devices to your locations.

All Carrier and Device information will be listed on an easy to read Carrier and Device Asset Report and will be shipped with your order. A copy of the devices pre-shipment configuration will be stored on file should any future trouble shooting be necessary.

90 Days of Post Provisioning Technical Support Services

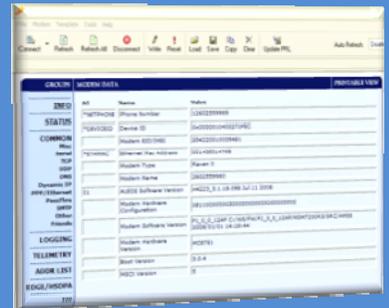
Included free of charge with DevProv+90 purchase

- 90 Days of Support for your Wireless Network Device
- Live US Based Phone and Email Support
- Carrier and Manufacturer Advocacy Services
- Device Recovery and Reprogramming Services

All DevProv+90 devices receive 90 days of post provisioning support via our dedicated Wireless Tech Support Team. Support services are available via phone, email, or via online case creation. Support Services include troubleshooting network devices, reviewing any network negotiation failures, and device recovery.

Post-sale Deployed Device Recovery: Reset your WWAN device to its initial settings for a unit that becomes non-responsive. This will put the device on its original account, user names and passwords.

Carrier Configuration and Provisioning Configurations



STATUS	COMMON	LOGGING	TELEMETRY	ADMIN LIST	ENCL. MEDIA
...

Carrier & Device Asset Report



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M-F: 8:30AM-6PM EST.

