NETMOTION® WIRELESS

SUPPORT SERVICES AND RESOURCE GUIDE

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OVERVIEW

This document describes the technical support and services that you have purchased as part of your NetMotion Wireless Maintenance Plan and explains the most efficient way to use them.

SUPPORT AND SERVICES GROUP

The **Technical Support** team handles all technical support issues for all NetMotion Wireless software.

The **Customer Service** team handles all administrative functions for customers, including any Licensing issues, Customer Portal access issues, along with updating any of your account info. If you have any questions outside of product technical issues, the Customer Service team is the place to start.

Contacting the Support and Services Group

- North American Toll Free: (888) 723-2662
  Press 2 for all Technical Support issues

- International Toll Free Number: 001-888-723-2662

- Toll Free International Numbers by Country:
  http://netmotionwireless.com/international-technical-support.aspx

Note: **All urgent issues are required to be reported by phone. To receive the fastest service, call the toll free Standard number or the Premium toll free number.**

Premium Support

Premium Support customers are given our unpublished Premium Support phone number when they purchase NetMotion Wireless software. If you no longer have the Premium Support number, just call our Customer Service team and they will provide it to you.

Support & Service Hours

- **Customer Service:**   8:00am to 5:00pm PST, M-F
  Press 1 for Customer Services issues – Licensing, Contact Update, Portal Issues or Partners

- **Standard Support:**   5:00am to 5:00pm PST, M-F
  Press 2 for all Technical Support issues

- **Premium Support:**   12:00am to 5:00pm PST, M-F
  Press 2 for all Technical Support issues

- **Premium Support (Critical Incident):** 7 days a week, 24 hours a day, 365 days a year
  Call automatically forwards to our on-call service outside of business hours and holidays

Support Plans Service Levels and Severity Levels

To better understand our Support Plans, Service Levels and definition of case Severity Levels:

Support Plans:
http://netmotionwireless.com/support-plans.aspx

Service Levels and Severity Definitions:
http://netmotionwireless.com/support-sla.aspx

OTHER RESOURCES FOR SUPPORT

There are several ways to access Support and Services for NetMotion Wireless software:

Online Support

- **Public Knowledge Base:**
  http://netmotionwireless.force.com/kb

- **Submit an online support request:**
  http://www.netmotionwireless.com/support-request-form.aspx

- **NetMotion Wireless Customer Portal:**
  http://www.netmotionwireless.com/customerportal

Note: Customers with a Maintenance & Technical Support Plan are provided with access to the NetMotion Wireless Customer Portal where they can login to access the Technical Support, Knowledge Base, Software Download, and Product Licenses pages enabled for their account.

E-Mail Support

- **Technical Support:**
  support@netmotionwireless.com

- **Customer Service:**
  customerservice@netmotionwireless.com

HOW TO PURCHASE OR RENEW MAINTENANCE

The first year of maintenance is required on all Mobility and Locality purchases. After the first year, maintenance is optional. Renewal fees will be based on current licensing prices for Mobility, Locality and applicable modules at the time of renewal.

NetMotion Wireless offers both Premium and Standard Maintenance levels for Mobility.

Premium Maintenance is available at 25 percent of the total published licensing fee. Premium Maintenance includes enhanced support levels, major version upgrades and other benefits as outlined below for a 12-month period (including Mobility Modules).

Standard Maintenance is available for Mobility and Locality for 15 percent of the total published licensing fee. Standard Maintenance provides the benefits outlined below.

Customers with a Maintenance Plan receive support for their product at a level defined by the type of plan they purchased, the Service Levels and Severity Definitions and the Product Lifecycle and Supported Operating Systems.

For more information about purchasing a Maintenance Plan, please contact your NetMotion Wireless sales representative, or call **(206) 691-5555.**

PRODUCT RESOURCE LIBRARY

NetMotion Wireless offers the following resources on our website:

Product Training

Get in-depth product training by watching one of our many on-demand webinars or signing up for in-person Mobility or Locality product trainings.

http://www.netmotionwireless.com/product-training.aspx

Product Sheets

Get the facts about Mobility and Locality including: features, benefits and technical specifications.

http://www.netmotionwireless.com/product-sheets.aspx

Conferences, Trade shows, Webinars and More

Find out which future events NetMotion Wireless will be participating in, as well as the many industry educational webinars we host with partners and industry analysts.

http://www.netmotionwireless.com/webinars-and-events.aspx

White Papers

Delve into the technical ins and outs of wireless technology; discover trends in business, government, healthcare and more.

http://www.netmotionwireless.com/white-papers.aspx

Customer Case Studies

See how businesses in your industry are using NetMotion Wireless, and find out their results.

http://www.netmotionwireless.com/case-studies.aspx

Videos

Watch a variety of videos, including customer case studies, product demos, product overviews, and general overviews.

http://www.netmotionwireless.com/videos.aspx

eBooks

Need a quick read? Download one of our informational and educational eBooks.

http://www.netmotionwireless.com/e-books.aspx

Reports

Get the latest trends and survey results from reports on wireless deployments in a variety of industries.

http://www.netmotionwireless.com/reports.aspx

www.NetMotionWireless.com

NETMOTION WIRELESS LINKEDIN USER GROUP

NetMotion Wireless has a customer user group on LinkedIn that allows for discussions around how others are using our products, what best practices are being implemented and other relevant trends, challenges and solutions in mobile data deployments.

The user group is a great forum to discuss such matters with NetMotion Wireless engineers and other users. It's also an exclusive community for our customers. Here you will be able to ask questions, learn news and tips, and communicate will fellow NetMotion Wireless users. You must have a LinkedIn account to participate.

Join the LinkedIn User Group:

http://www.linkedin.com/groups/NetMotion-Wireless-User-Group-4557155/about

www.NetMotionWireless.com