



# 3G to LTE Technology Upgrade Program

## AirLink™ GX400 Upgrade Program



POWERED BY: ALEOS

### Efficient and cost effective transition to 4G/LTE

The GX400 upgrade program enables customers to take advantage of the new AirLink GX400 platform immediately then efficiently and cost effectively migrate to the LTE version (GX440) when available.

#### PROGRAM DESCRIPTION

The GX400 3G to LTE upgrade program enables Sierra Wireless customers to purchase and deploy 3G devices now and have the option to upgrade to LTE when available. When the LTE version of GX440 is available, customers with upgrade ready devices will be able to exchange their GX400 for GX440.

#### PROGRAM DETAILS

##### Product SKUs

- GX400 – Standard SKU - NOT eligible to be upgraded later
- GX400 Upgrade-ready SKU – Eligible to be upgraded later
- Execute Upgrade SKU – Trigger to execute product upgrade. Can either be paid at time of upgrade, or at time of initial purchase of Upgrade-ready SKU

##### Upgrade Process

- Customer purchases GX400 'Upgrade-ready' SKU
- When GX440 (LTE) is available, customer may initiate upgrade process
- Customer returns GX400 to Sierra Wireless to process upgrade
- Upgrade includes changing: module; internal RF cables; cover; label; ALEOS version
- Device returned directly to customer with factory default settings

#### ADVANCED EXCHANGE OPTION

To enable customers to upgrade units with minimal deployment downtime, Sierra Wireless has created an Advanced Exchange program. Customers electing to take advantage of this program can receive an initial shipment of GX440 units to replace GX400 units on a rolling basis while they complete upgrade of their deployment.

- Sierra Wireless will send an advanced shipment of initial GX440 devices to customer upon receipt of PO for "Execute Upgrade" SKU and request of Advanced Exchange
- GX440 advanced exchange units not to exceed 10% of total deployment (with a maximum of 20 advanced exchange devices)
- Customer ships GX400 units to Sierra Wireless immediately upon receipt of GX440 advanced exchange units
- Rolling exchanges continue until entire deployment is upgraded



## ORDERING AND PRICING

PRODUCT DESCRIPTION	SKU	LIST PRICE
GX400 EVDO Rev A VZW w/ AC power cable and 3-year warranty - <b>NOT eligible for upgrade</b>	1101209	\$649
GX400 EVDO Rev A VZW w/ DC power cable and 3-year warranty - <b>NOT eligible for upgrade</b>	1101275	\$649
Upgrade Ready GX400 EVDO Rev A VZW w/ AC power cable and 3-year warranty - eligible for upgrade	1101316	\$714
Upgrade Ready GX400 EVDO Rev A VZW w/ DC power cable and 3-year warranty - eligible for upgrade	1101318	\$714
Upgrade to GX440 LTE VZW (customer keeps original AC or DC power cable)	1101317	\$225

Customers can elect to purchase the GX400 upgrade in two steps (two separate payments), or purchase both the "Upgrade-Ready SKU" and the "Upgrade to GX440 LTE" together.

### UPGRADE OPTION 1 (TWO-STEP PROCESS)

- GX400 Upgrade-ready SKU - Payment 1 of \$714
- When LTE available – customer submits PO for "Execute Upgrade SKU" – Payment 2 of \$225

### UPGRADE OPTION 2 (PAYMENT ALL UP-FRONT)

- GX400 Upgrade-ready SKU + Execute Upgrade – Total cost of \$939
- When LTE available customer submits order for GX440 – No payment due

## FAQS

**Q: Do I need new antennas?**

**A:** Yes, different bands and MIMO (Multiple Input, Multiple Output) required for LTE. Two antennas are required for LTE.

**Q: Are the new antennas included in the upgrade?**

**A:** No, customer is responsible for sourcing new antennas.

**Q: Can I change Carriers during upgrade?**

**A:** No, the GX400 upgrade program is currently for Verizon Wireless units only.

**Q: Can I upgrade a "standard" GX400?**

**A:** No, for tracking and accounting purposes "upgrade-ready" SKUs must be purchased at time of original GX400 purchase.

**Q: How long will the upgrade program be available?**

**A:** The upgrade-ready SKU will be discontinued when the Verizon Wireless GX440 SKU is commercially available.

**Q: What if my original GX400 unit is damaged?**

**A:** Sierra Wireless will re-furbish GX400 units. Cost dependent on the severity of damage.

**Q: Will I get a brand new GX440 unit?**

**A:** As a rule, no. The customer will get a refurbished/upgraded unit that will include a new or refurbished wireless module that supports LTE. The 3-year warranty will be reset to begin the date the GX440 is commercially available.

## ADDITIONAL DETAILS

- Customer responsible for shipping costs and returning GX400 to Sierra Wireless; Sierra Wireless pays for return shipping of upgraded GX440's back to customer
- Refunds will NOT be granted for customers who do not purchase the "Execute Upgrade" SKU
- GX400 units must be in good working condition with minimal surface marks and wear when returned for upgrade
- Upgrade exchange cutoff date (Last date to complete upgrade): 31-DEC-2012
- Effective price of 3G to LTE upgrade is \$290 above GX400 list price
- 3-Year warranty will be reset to commercial release date of GX440 model



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