



FAQs for Opengear Connectivity Services

Q: What are Opengear's Connectivity Services?

A: Opengear delivers simple, cost-effective, and accelerated access to a cellular network in 170+ countries worldwide. Our connectivity services complement Opengear's network resilience platform and enable our customers to connect easily to an award-winning cellular network.

Q: What are the tiers?

A: Services are provided according to customers' use-case scenarios by tier (pooled data) and Opengear appliances.

There are currently four tiers available to our customers:

- Incidental
- Small
- Medium
- Large

Our tiers are based on usage from rare & sparse to frequent & heavy. Our customers identify their needs, and we provide the best level for them.

Opengear devices compatible with the connectivity services: OM1200, OM2200, ACM7000

Q: How do I select the proper tier?

A: Opengear's sales team will be able to assist you in selecting the right tier size (data pool.) Each customer's use case determines the size of the service tier.

Q: What are the expected usage ranges for connectivity services?

A: The service tiers are set according to the use case scenarios and the projected business needs. Specifically, the expected data ranges for each tier are as follows:

- Incidental: 1MB to 50MB per node per month
- Small: 25MB to 250MB per node per month
- Medium: 250MB to 1024MB per node per month
- High: 750MB to 2048MB per node per month

Q: How do I buy it?

A: Connectivity services are available through all distribution and channel partners and directly from Opengear. Please get in touch with your sales team (RSM or SE) to learn more.



Q: Can I purchase multi-year services?

A: There are 1-year and 3-year options available.

Q: What happens if one of my nodes uses more data than expected?

A: Data is pooled in one service tier. If your collective data use exceeds the selected service tier for two consecutive months, you can move your new node activations and renewals to the next tier. Alternatively, you can pay a temporary data overage fee. Per-MB overage fees can be found in our Terms of Service.

Q: How many licenses do I need?

A: One for each node to be connected to the cellular network.

Q: Aside from the license, are there any additional fees?

A: There are no charges for standard SIM cards, administrative fees, overhead, portal use, or any one-time or monthly fees outside the license.

Q: If I need technical support, who do I call? Do I need to contact the carrier?

A: All technical support will be handled by Opengear.

Q: Are there any security features or usage alerts?

A: We offer enhanced security features and usage assurances at no additional charge or fees:

- Private NAT with dedicated external PAT IP; known IP addresses for all incoming data (standard for all lines)
- SIM Lock; lock the SIM card to only use with the intended device IMEI. Disallows SIM 'migration' into other devices (added upon request)
- Data Thresholds and Alerts; Customer/Application-defined usage criteria (added upon request)