

## PROFESSIONAL SERVICES DAILY RATE TRAVEL INCLUDED MIN 2 DAYS

For customers that require short-term on-site support from the Sierra Wireless Professional Services team, the daily rate offering can be used to provide ad-hoc resources for any activity from device configuration to system audits or configuration changes to ACM or AMM. For these engagements, the Sierra Wireless resources will come on-site, based on a previously-agreed scope of effort. Travel costs are included, and there is a minimum engagement duration of two days.

## PROFESSIONAL SERVICES HOURLY RATE (REMOTE SERVICES)

Some Customer requirements can be addressed remotely via teleconferencing sessions. For these types of engagements, Sierra Wireless resources will assist based on a previously-agreed scope of effort. All engagements are billed hourly, and the Sierra Wireless resource will identify if the engagement is at risk of exceeding the agreed upon estimates.

### Contact Us

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