# DEVPROV⁺

## USAT Support Options

USAT proudly offers packages designed to limit out of pocket expenses by bundling WWAN network device provisioning and support services with the cost of hardware at the time of purchase through our DevProv+ suite of services.

DevProv+ is a suite of WWAN services designed to reduce your total cost of ownership and increase efficiency of your IoT deployment by providing a host of provisioning and support services for your network devices. DevProv+ ensures that your devices are shipped 'Hot'—updated, configured, secured, tested, and connected to your carrier's network. Devices arrive ready to be installed, out of the box.

## Pre-Sale
### WWAN Provisioning Services

• Carrier configuration & provisioning of your device
• Carrier and device asset report
• Carrier and manufacturer advocacy services
• IP labeling (if applicable)
• Pre-deployment firmware and post updates
• Programming PDF stored on file at USAT
• Online access to order processing
• Template programming of client-supplied template

## Post-Sale
### Technical Support Services

• Live US-based phone and email support:
    Hours: 8:00 AM - 5:30 PM EST
    Phone: (888) 550-8728
    Email: techsupport@usatcorp.com
• Carrier and manufacturer advocacy services
• Devices recovery and re-programming services
• Online access to support cases and RMA's

## DevProv+ Options
### Packages & Duration

DevProv+90 ———— 90 days
DevProv+1YR ———— 365 days
DevProv+3YR ———— 1095 days

## Incident Support
### For Devices Without DevProv+

In the event you require service on devices without an active DevProv+ package, our standard DevProv service offers Incident Packages to assist with cellular network connectivity issues. Incident packages are purchased in single and multi-incident plans.*

*Devices purchased without provisioning are not configured prior to shipment and are not automatically eligible for USAT help desk support. Pricing for support options is available through your USAT Account Manager. *Project specific engineering support is not included in PIP. Engineering assistance will incur additional fees. Each device requiring assistance is counted as a single incident. Support incidents include, but are not limited to, reactivation and reset. There are no expiration dates on Incident Support packages. Customers are responsible for any shipping or freight expenses.

| Services Performed | DevProv 0 | DevProv+ 90 | DevProv+ 1YR | DevProv+ 3YR |
|---|:---:|:---:|:---:|:---:|
| Carrier Configuration & Provisioning of Your WWAN Network Device | ✓ | ✓ | ✓ | ✓ |
| Carrier and Device Asset Report | ✓ | ✓ | ✓ | ✓ |
| Hardware Layer Security Enabled (DHS Inspired) | ✓ | ✓ | ✓ | ✓ |
| Carrier / Manufacturer Advocacy Services | ✓ | ✓ | ✓ | ✓ |
| IP Labeling *(If Applicable)* | ✓ | ✓ | ✓ | ✓ |
| Device Template Loads *(Design Not Included)* | ✓ | ✓ | ✓ | ✓ |
| Device Live Testing and Network Authentication Validation | ✓ | ✓ | ✓ | ✓ |
| Firmware & Radio Updates Completed Pre-Deployment | ✓ | ✓ | ✓ | ✓ |
| Unlimited Incident Support *(Live US-Based Phone and Email Support)* | ✗ | 90 Days | 1 Year | 3 Years |
| Device Recovery and Re-Programming Services | ✗ | 90 Days | 1 Year | 3 Years |
| Self-Service Online RMA Submission Portal | ✗ | 90 Days | 1 Year | 3 Years |
| One-Time Post Deployment Update for Routers *(Firmware / Templates for routers on nonrestricted networks)* | ✗ | ✗ | ✗ | ✓ |
| Centralized Device Monitoring for All Modems *(Includes unique customer specific account credentials)* | ✗ | ✗ | ✗ | ✓ |

## CONTACT USAT

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