

BEC's ConstantCare Extended Warranty Service Plan provides you with a high level of support and protection for your connectivity device investments. Along with BECentral® Proactive Cloud Management Suite, ConstantCare underscores our commitment to consistently anticipate and meet your service deployment needs.

The plan also provides essential service elements available to you throughout a product's service life cycle. When you choose the ConstantCare Service Plan you will find that the cornerstone of our service is very simple – increase the return on your investment and extend the operations of your equipment.

KEY BENEFITS:

- Designed for carriers & managed service providers
- Stay up-to-date with latest features and upgrades
- Minimize downtime due to device failure
- Reduce troubleshooting time and support costs
- Easy access to technical resources
- Customer service that knows your network

ConstantCare Extended Warranty Service Highlight

Express RMA and Advanced Replacement

While we warrant reliable products free from defects, but occasionally failures do occur for various reasons. To minimize downtime and service interruptions, with ConstantCare we will repair or ship a replacement unit within one to three business days from the time of the report without waiting for the defected unit to be returned. For details about BEC's Warranty & RMA policy please visit <https://rma.becentral.io>

Guaranteed 24 hours Trouble Response Time with Assigned Account Technical Engineer

Our ConstantCare service plan offers a 24-hour Response Time Guaranteed for all support requests. Your request will be attended immediately by a dedicated account technical engineer, who is trained to be familiar with your network, firmware, and product needs.

Software upgrades, Fixes, and Features enhancement

It is our commitment to continuous innovation and development of new features to the products as the technology and markets advance. With ConstantCare, it extends the life span of the devices and ensures you have the latest functionality. Whenever there is a major release of software or firmware, you will always be notified.

BECentral®, Cloud Management Platform

BECentral® provides operators with a comprehensive suite of services to manage devices in real-time. The platform is tightly integrated with BEC's devices allowing manage services over wireless or traditional wired technology. The platform allows operators to remotely provision, monitor, upgrade and troubleshoot devices from a single centralized location.

ConstantCare Extended Warranty Plan Comparison

CONSTANTCARE EXTENDED WARRANTY PLAN COMPARISON	STANDARD	EXTENDED	EXTENDED	EXTENDED
	1 Year	2 Year	3 Year	5 Year
TECHNICAL SUPPORT				
Access to BEC Technical support via email, web or phone 8x5 (8am to 5pm CST)	✓	✓	✓	✓
Latest software/firmware releases	✓	✓	✓	✓
Product release notes	✓	✓	✓	✓
Training Documentation Updates	✗	✓	✓	✓
Assigned Technical Support Engineer	✗	✓	✓	✓
HARDWARE REPLACEMENT				
Standard Replacement (5 Business Day)	✓	✓	✓	✓
Advanced Replacement (2-3 Business Day)	✗	✓	✓	✓
Expedited Replacement (1 Business Day)	✗	✗	✓	✓
ENHANCED SUPPORT				
Guaranteed 24-hour response time	✗	✗	✓	✓
CLOUD DEVICE MANAGEMENT				
BECentral® Cloud Platform license	✗	2-Year License	3-Year License	5-Year License

ConstantCare Extended Warranty Part Numbers

SERVICE NAME	ConstantCare Extended Warranty 2-year Plan	ConstantCare Extended Warranty 3-year Plan	ConstantCare Extended Warranty 5-year Plan
PART NUMBER	BEC-CC-PLAN-2yr	BEC-CC-PLAN-3yr	BEC-CC-PLAN-5yr