



# SUPPORT & WARRANTY

**Managing your company's critical infrastructure is a tough business — and Redline is here for you.**

When the going gets tough, you need someone in your corner looking out for you. Your operational strategy has to include maintaining optimal product performance at all times and restoring wireless service as quickly as possible during unplanned service outages. Redline is in your corner with a complete range of protection and service plans that balance your operational needs with your budget.

Your wireless network needs to be reliable, and reliability is what Redline does.

Redline specializes in broadband wireless, so we understand your challenges. We've worked with thousands of clients, all of whom have had similar problems. We quickly become a trusted advisor who removes obstacles and always finds the most efficient and effective solution.

Flexible Warranty, Product and Service Plans can be tailored to fully cover your assets

POWERFUL. VERSATILE. RELIABLE.

**redline**<sup>®</sup>  
communications

Redline solutions support mission critical applications and our escalation policy acknowledges the urgency of each reported issue to guarantee you get the help you need, when you need it.

Emergency support is readily available 24/7, in several languages, offering unlimited access to technical support, and response time is guaranteed in under an hour. All calls are registered in our RedCare online ticketing system to track every issue from start to finish. This ensures we have historical, accessible records for all your projects. Many issues can be resolved over the phone by the Support Team within minutes, while tougher problems are escalated to our dedicated Support Engineers who will quickly work with you to troubleshoot and resolve your issue. Expedited shipping and advanced RMA services, "spare in the air", are available where needed.

Also included are software updates for Redline's advanced software-defined systems. Designed with upgrades in mind, they keep your equipment highly tuned with all the latest



operational enhancements and extensive feature sets.

Remote monitoring, configuration and software keyed features enable upgrades without physical access ensuring a smooth migration. Our software-defined architecture enhances reliability and service — offering a network with the greatest lifetime value.

**A network built to last is the best investment you can make.**

Standard warranty may be extended or upgraded to our Protection Plans or our Support Plans.

**You deserve the best.**

**Redline is only a phone call away.**

## ABOUT REDLINE COMMUNICATIONS

Redline Communications is the creator of powerful wide-area wireless networks for the world's most challenging applications and locations. Used by Oil & Gas companies, militaries, municipalities and telecom service providers, Redline's powerful and versatile networks securely and reliably deliver voice, data, M2M and video communications for mission-critical applications.