

# DEVPROV+

## CNS Provisioning and Support Options

MCA's CNS team offers DevProv+. DevProv+ is a suite of WWAN services designed to reduce your total cost of ownership and increase efficiency of your IoT deployment by providing pre-deployment.

DevProv+ ensures that your devices are simmed, activated, firmware updated and shipped configured to your template-password specifications and connected to your carrier's network.

### Pre-Sale

#### WWAN Provisioning Services

- Carrier configuration & provisioning of your device
- Apply client supplied template and password
- Carrier and device asset report
- SIM insertion
- Pre-deployment firmware and radio module updates
- Affix asset tag
- Carrier network authentication
- Quality assurance testing

### Post-Sale

#### Technical Support Services

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

### DevProv+ Options

#### Packages & Duration

DevProv+0		0 days
DevProv+1YR		365 days

### Incident Support

#### For Devices Without DevProv+

In the event you require service on devices without an active DevProv+ package, we offer 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 MCA help desk support. Each device requiring assistance is counted as a single incident. Pricing for incident support options is available through your MCA CNS Account Manager. Engineering support and assistance will incur additional fees. Customers are responsible for all shipping and freight expenses.

# MCA | CNS Device Services

Device Provisioning Services Performed	DevProv+ 0	DevProv+ 1YR	DevProv+ ADV 0	DevProv+ ADV 1YR
Carrier Network Authentication	✓	✓	✓	✓
Device Configuration <i>(Design Not Included)</i>	✓	✓	✓	✓
Carrier and Device Asset Report	✓	✓	✓	✓
Apply Client Supplied Password	✓	✓	✓	✓
Affix Asset Tag	✓	✓	✓	✓
Sim Insertion	✓	✓	✓	✓
Quality Assurance Testing	✓	✓	✓	✓
Firmware & Radio Updates Completed Pre-Deployment	✓	✓	✓	✓
<b>Incident Support</b> <i>(Live US-Based Phone and Email Support)</i>	✗	1 Year	✗	1 Year
Self-Service Online RMA Submission Portal	✓	✓	✓	✓
Dual-Radio Configuration	✗	✗	✓	✓
Price Per Router	\$79	\$109	\$129	\$159

## CNS Headquarters

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