FREQUENTLY ASKED QUESTIONS

Introduction

RevX Systems provides advanced Connectivity and Subscription Management solutions for wireless applications.   We offer a wide array of data plans on the world's leading carriers including Verizon, AT&T, T-Mobile, and Internationally in over 160 countries.

Our Web and Mobile application enable customers to easily manage their account and devices on-line and in real time.

On-demand activation and SIM state changes eliminate the need to wait for a customer support person to process your order. Automated emails notify you when there's a change to your account, a payment processed, or if any of your data lines are at 80% of their allowable usage.

Unlike other providers we do not throttle your bandwidth or shut off service based on data utilization. This ensures that your mission critical applications are always available without concern for reloading a SIM card.

Additionally, we provide a single invoice per data plan and a device manager to manage your devices. Data is shared (or pooled) within the same plan saving you money.

If you have any questions, please email our support team at support@revxsystems.com. This email ticketing system helps us track and ensure timely resolution.
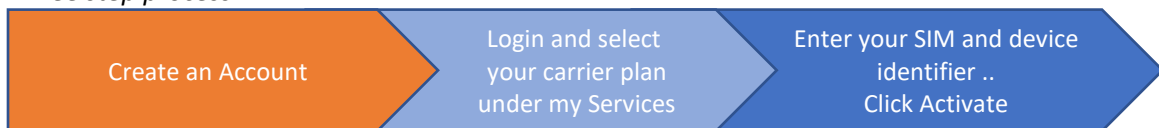
We hope you find our service valuable and the following information helpful.

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How do I activate my SIM?

If you don't already have an account go to https://dataplans.digikey.com and register under NEW SUBSCRIBER SIGNUP. You will not be charged for your data plan until you activate a device.

You may then login to the site and add your device identifier under the data plan and carrier selected. It's that easy.

Three step process

Create an Account → Login and select your carrier plan under my Services → Enter your SIM and device identifier .. Click Activate

Where can I purchase a SIM card?

From DigiKey .. go to https://dataplans.digikey.com and click

FORGET SOMETHING? If you haven't purchased a SIM card from Digi-Key, click here.

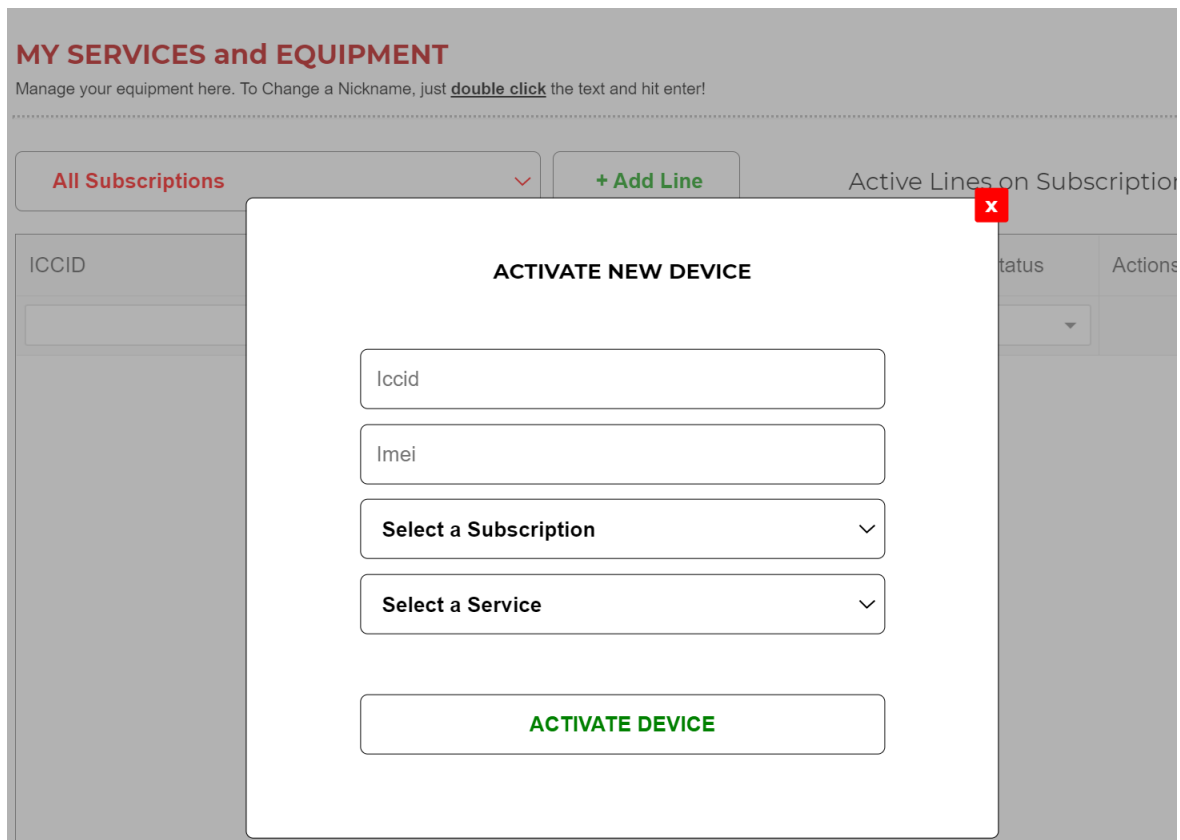## What APN (Access Point Name) should I set my equipment at?

Carrier	APN Setting
AT&T	iot0119.com.attz
Verizon	VZWINTERNET
Tele2	m2m.tele2.com
T-Mobile	c1.korem2m.com

Once a device is entered in our system for activation, an email will be sent with the APN.

How do I add a device to my account?

MY SERVICES and EQUIPMENT section to activate a new device on an existing plan.

Select your carrier and the screen expands.

MY SERVICES and EQUIPMENT

Manage your equipment here. To Change a Nickname, just **double click** the text and hit enter!

| All Subscriptions | ⌄ | + Add Line | Active Lines on Subscription |

ICCID   tatus   Actions

ACTIVATE NEW DEVICE

Iccid

Imei

Select a Subscription ⌄

Select a Service ⌄

ACTIVATE DEVICE

Enter the requested SIM and device identifiers. Click ACTIVATE DEVICE. The activation process is immediate but can take up to two minutes.
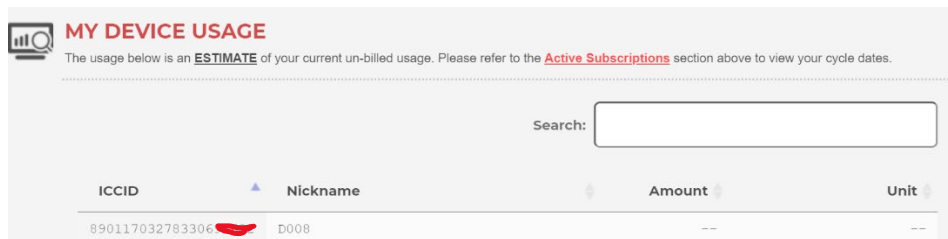
Can I suspend my service?

To reactivate a suspended device, click the SUSPEND button and it'll change back to ACTIVE and the device be reactivated.

Can I terminate my device?

How can I view data usage during my billing cycle?

Yes, you can view usage for the current billing cycle in the MY DEVICE USAGE section.

When will I be charged?

Billing cycles are set when you sign up and activate your first device. You'll be billed that day for the first month of service and each month thereafter. Excess data charges if any are billed at month-end. Your next billing date is displayed in the 'Active Subscription' widget.

How are overages calculated?

Device data usage is monitored and pooled across all devices on the same plan. If data usage exceeds the plan allowance (calculated as plan allowance times number of lines), the excess usage times the rate equates to the overage charge.

When is my credit card charged?

Data plans are billed at the beginning of the month and any usage over the allowed amount is charged at the end of the month.

Your credit card will be charged on the day a new device is added to a data plan and monthly thereafter. The first device on a plan sets the start date and next bill date. Additional devices added to a plan are prorated based on the number of days remaining in the billing period.

How do I upgrade or downgrade my data plan?

Upgrade or downgrade your plan by first removing the device from the plan by clicking the X button on the left side of the device line. Then activate the same device on the new plan.

Same day changes will not result in a charge. Changes made the next or following days, may result in double billing. If this happens please apply for a credit by sending an email to support@revxsystems.com with your account number and explanation.

Billing disputes

If you don't understand certain charges or believe you were over/undercharged, please send an email to support@revxsystems.com with your account number and explanation. We'll promptly review and respond accordingly.

How do I reset my Password?

Click on the Forgot my password link on the login page and follow the instructions on the web site. If you do not receive an email, check to make sure you used the right email address and if your spam filter grabbed the message. If you're still having a problem, send us an email at support@revxsystems.com and we'll send you a temporary password.

Trouble activating your device.

If your device does not activate within 4 hours, please email support.

I need HELP .. where do I go?

For connectivity and billing issues, email support@revxsystems.com.
For equipment related issues, contact DigiKey.

About RevX Systems

RevX Systems was founded in 2006 to commercialize and monetize the Internet of Things. We work with companies of all sizes to provide affordable solutions for connecting, billing and managing cellular connected products and services.

To learn more about RevX Systems, go to www.revxsystems.com.