



Managed Cellular Backup Service

PDI's Managed Cellular Backup Service is an affordable and reliable approach to maintaining the secure flow of payment transactions and critical business applications when wired broadband fails.

Managed Cellular Backup

The cellular backup appliance monitors Internet connectivity and should the connection fail, the cellular backup appliance will automatically kick in to restore connectivity.

- Provides unlimited usage* to keep your business operational when your primary Internet fails.
- Processes credit cards, gift cards and loyalty apps when your primary Internet is down.
- Keeps your mission-critical business applications up and running.
- Allows your cloud-based POS system to stay connected to the Internet.
- Eliminates manual backup processes that take time, decreasing sales and productivity.
- Supports multiple carriers for enhanced nationwide coverage—with no overage charges.

Service includes:

PDI's Managed Cellular Backup provides a seamless secondary cellular internet connection should the primary internet connection become unavailable. This service is intended for business-critical* applications ONLY and not for general internet use.

- Fixed cost with no overages or usage charges.
- All major POS types supported.
- Multiple cellular provider options.
- Works with any broadband modem, router, and/or firewall.
- Fully managed and monitored by PDI.
- Plug-and-play hardware with merchant installation support.
- Lifetime warranty on equipment.
- 100% cloud-managed network enables seamless updates and remote support when needed.
- 24/7 U.S.-based customer support.

PDI's Managed Cellular Backup Service supports Point-of-sale, card processing and related applications only. Managed Cellular Backup does not support Windows /macOS / IOS or any system updates, streaming services or public Wi-Fi. Systems will not receive operating system updates and could become insecure or noncompliant if primary Internet is not restored in a timely manner. The PDI Managed Cellular Backup may not be used for primary access. Business systems other than point-of-sale or card processing may not work when the PDI Managed Cellular Backup Service is in use. PDI reserves the right, at its sole discretion, to assess if the product is being used as intended. PDI reserves the right to terminate the Service if the end user is in violation of the above provisions.

Service Activation

PDI's activation of its Managed Cellular Backup Service consists of three main phases: Discovery & Onboarding; Deployment; and Validation.

- Discovery & Onboarding

During the onboarding process, Customer will submit to PDI the request for activation of new service. The information provided by Customer to PDI will determine where the hardware will be shipped.

Once the necessary discovery and onboarding information has been provided to PDI, PDI will initiate the provisioning and activation of the service.

- Deployment

Once all documents have been returned to and confirmed by PDI, the Managed Cellular Backup hardware is shipped directly

to the location specified by the Customer during the discovery & onboarding phase. If necessary, the PDI project team will schedule with the Customer a time and date to guide the Customer through any required pre-configuring and steps for bringing the service online at the Customer site. The Managed Cellular Backup Hardware is shipped with basic installation instructions; Should the Customer have questions; PDI support is available 24x7x365 to assist.

- Validation

After the initial deployment, PDI will work with the Customer to test the environment and ensure that it meets the Customer's access needs and published security policies