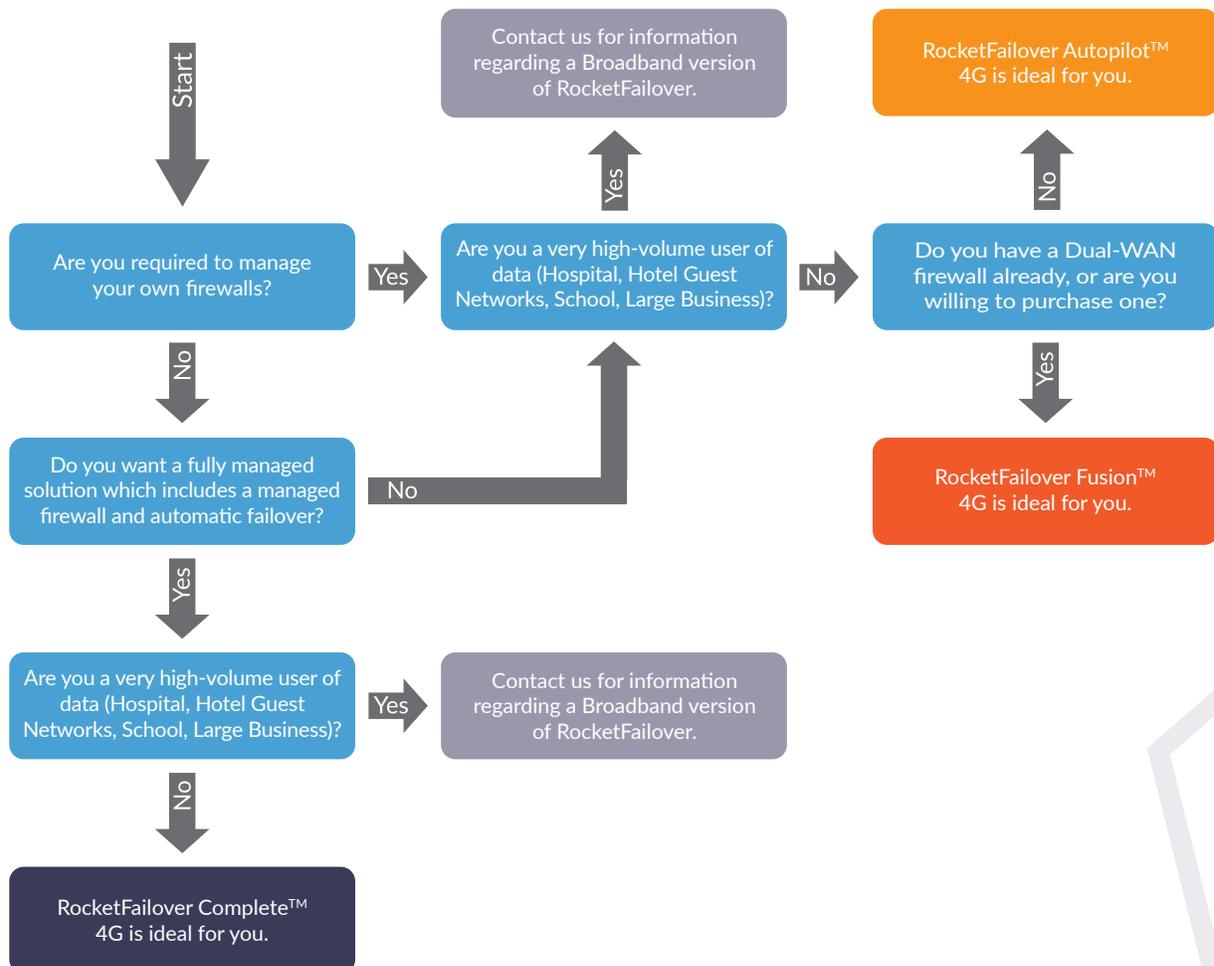


# RocketFailover FAQ

## Q1. Which type of RocketFailover plan do I need?

See the flow chart below; follow the path indicated based on your answers to the questions about your business' network equipment and requirements.



## Q2. What is the typical speed of a 4G LTE connection?

The national average is 36 Mbps down and 15 Mbps up based on an impartial survey.

## Q3. What are iStatus® and ConnectionValidation™?

iStatus is the monitoring, alerting, and customer dashboard component of RocketFailover. iStatus provides a view of all a customer's locations to identify issues easily. iStatus also tracks issues and cellular data usage and generates email alerts. ConnectionValidation is patent-pending technology that concurrently monitors all of a customer's Internet connections so that a customer can receive a notification when any of their Internet connections experience downtime.



#### **Q4. Why is RocketFailover better than a hotspot or USB-based cellular device?**

USB-based cellular devices are consumer grade; they frequently go into a sleep-mode that takes minutes to wake up from, and they often do not work reliably with most firewalls used by businesses. USB-based devices also rarely, if ever, get security updates or patches, making them more susceptible to viruses or hacking. USB-devices do not provide a reliable failover solution in the best cases and provide no monitoring of failover events. USB-devices will only work with a select number of routers and do not support networks with diverse needs or networks without a dual-WAN router. Lastly, because these are consumer grade devices, there is little support available for them.

Hotspot devices are also consumer grade and are designed to allow a small number of devices to connect to WiFi. They are not a workable solution for failover in a network with wired and wireless devices and would not provide automatic failover, nor monitor failover events. Once again, because these are consumer grade, there is little support available.

RocketFailover provides Internet failover using enterprise-grade equipment that is managed and maintained by Thinix's expert support team. RocketFailover devices have three different deployment methods that support any network (see Question 1 about which type of RocketFailover plan you need). RocketFailover devices have better cellular connectivity than consumer-grade devices like USB-based devices and hotspots. RocketFailover also includes patent-pending and industry leading monitoring services that provide alerts and connection validation for both the primary and failover connections.

#### **Q5. Can I failover only part of my network traffic to RocketFailover?**

Yes. This is common in facilities that have guest WiFi and other networks that businesses do not want to failover to a cellular connection. There are multiple ways to accomplish this, and your Thinix sales representative can assist you in achieving the desired outcome.

#### **Q6. Is RocketFailover compatible with any firewall/router/gateway?**

Yes. Thinix's three deployment methods support both single and dual/multiple-WAN gateways and are brand agnostic.

#### **Q7. Who installs RocketFailover?**

In most cases, a customer will perform the onsite install themselves with the remote assistance of our deployment and support team. Onsite installation is available for a fee from Thinix; ask your sales representative for more information.

#### **Q8. How do I install RocketFailover?**

RocketFailover is easy to install. Depending on your plan, a typical installation takes anywhere from 10 to 60 minutes. An installation guide will be provided upon purchase, and our support team is available by phone and email to assist you as well.

