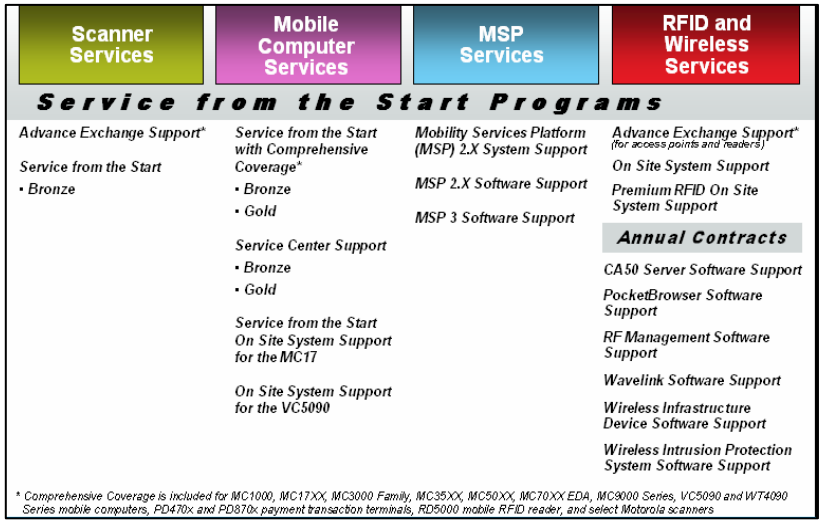
The Value of a Total Solution

From providing fast, reliable equipment repair to around-the-clock global support, Motorola's Enterprise Mobility Services help customers keep their systems and equipment running at peak performance so they derive the most value from their investment in our technology. In addition, Enterprise Mobility Services:

- Give customers enhanced support over standard warranty coverage.
- Promote peace of mind and business continuity.
- Protect product uptime while helping to ensure reliable, consistent product performance.
- Help to minimize unforeseen repair expenses.
- Provide ongoing support for the complete solution.



Customer Services for Mobile Computers

Recommended Service	Service from the Start with Comprehensive Coverage
When to Purchase	**Up front with the initial hardware purchase** (or within the first 30 days thereafter)
Length	Multi-year agreement[1]
Levels[4]	Bronze, Gold
Telephone and E-mail Support[2]	• **North America and Latin America (NALA):** Monday–Friday 8 a.m. to 5 p.m. (customer's local time) • **Europe, the Middle East and Africa (EMEA):** 24x7x365 for Gold service, Monday–Friday 8 a.m. to 7 p.m. (CET) for Bronze-level service, as well as Gold-level service in the United Kingdom • **Asia Pacific (APAC):** Monday–Friday 8 a.m. to 8 p.m. (Australian EST)
Overview	• Rapid turnaround times for product repairs • Repairs products to original manufacturing specifications • Includes Comprehensive Coverage at no additional charge for MC1000, MC17XX, MC3000 Family, MC35XX, MC50XX, MC70XX EDA, MC9000 Series, VC5090 and WT4090 – Normal wear and tear, as well as coverage for internal and external components damaged through accidental breakage – Significantly reduces unforeseen repair expenses • Gold-level service also includes the Commissioning Service – Ensures replacement units are ready to use when received on site

Customer Services for Scanners

Recommended Service	Service from the Start Advance Exchange Support
When to Purchase	**Up front with the initial hardware purchase** (or within the first 30 days thereafter)
Length	Multi-year agreement[1]
Telephone and E-mail Support[2]	• **NALA:** Monday–Friday 8 a.m. to 5 p.m. (customer's local time) • **EMEA:** Monday–Friday 8 a.m. to 7 p.m. (CET) • **APAC:** Monday–Friday 8 a.m. to 8 p.m. (Australian EST)
Overview	• Next-business-day delivery of replacement unit – Minimizes downtime – One call does it all; "like new" replacement ships from a Motorola-owned spares pool • Includes Comprehensive Coverage at no additional charge[3] – Normal wear and tear, as well as coverage for internal and external components damaged through accidental breakage • Rights to download entitled software releases, including patches and updates, and supporting documentation • Lower, competitive pricing – Just cents per day

[1] Depends upon product warranty length | [2] Telephone support coverage excludes Motorola-observed holidays | [3] Applies to all handheld scanners and MiniScan products | [4] Service levels may differ with each mobile computer

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Customer Services for Mobility Services Platform (MSP) 2.X[1]

Deliverable	Standard Service Agreement	Premium Service Agreement[3]
Length	• 1-year agreement • 3-year Service from the Start agreement	
Telephone and E-mail Support[2]	• **NALA:** Monday–Friday 8 a.m. to 5 p.m. (customer's local time) • **EMEA:** Monday–Friday 8 a.m. to 7 p.m. (CET) • **APAC:** Monday–Friday 8 a.m. to 8 p.m. (Australian EST)	24x7x365[4]
Escalation Response Time	Within 1 business hour	
Hardware Response Time (MSP 2.X System Support)	1 business day	4 business hours
Software Support	Rights to download entitled software releases, including patches and updates, and supporting documentation	
Support Tiers	• Up to 100 device agents (Group 0) • 101 to 250 device agents (Group 1) • 251 to 1,000 device agents (Group 2) • More than 1,000 device agents (Group 3)	

Deliverable	MSP 3 Software Support
Length	1-year agreement
Telephone and E-mail Support[2]	24x7x365[4]
Escalation Response Time	Within 1 business hour
Software Support	Rights to download entitled software releases, including patches and updates, and supporting documentation

[1] MSP 2.X System Support delivers both software and MSP server hardware support
[2] Telephone support coverage excludes Motorola-observed holidays
[3] MSP System Support – Premium service is available in the U.S. and Canada only
[4] Local language support is provided Monday–Friday 8 a.m. to 5 p.m. (customer's local time) in NALA, Monday–Friday 8 a.m. to 7 p.m. (CET) in EMEA, and Monday–Friday 8 a.m. to 8 p.m. (Australian EST) in APAC. After-hours support is provided through the Motorola Enterprise Mobility support center in English only.

Customer Services for RFID and Wireless Infrastructure Devices

Service	Service from the Start		
	Premium RFID On Site System Support	On Site System Support	Advance Exchange Support
When to Purchase	• Up front with the hardware • Recommended for customers purchasing RFID products who need around-the-clock support	• Up front with the hardware • Recommended for customers purchasing RFID products	• Up front with the hardware • Recommended for customers purchasing wireless infrastructure devices
Response Time	• Field Service Representative (FSR) responds on site • 4-hour response, where available[1] • Includes 2 on-site preventative maintenance visits per year • Complete system coverage, including antennae, I/O box, antenna cables	• FSR responds on site • Next business day	• Next-business-day delivery of replacement unit • Replacement sent prior to receipt of customer's device at the Motorola service center • Motorola owns the spares pool
Telephone and E-mail Support[2]	• **NALA:** Monday–Friday 8 a.m. to 5 p.m. (customer's local time) • **EMEA:** Monday–Friday 8 a.m. to 7 p.m. (CET) • **APAC:** Monday–Friday 8 a.m. to 8 p.m. (Australian EST)		
Hardware and Software Support	• All service agreements provide: – Full access to technical support resources – Rights to download entitled software releases, including patches and updates, and supporting documentation		

[1] For non-U.S. locations, the customer's location must be within a 100km radius of the Motorola FSR's location. Motorola reserves the right to adjust pricing or deny support if this condition is not met.

For information on Software Support programs and available options, please visit http://compass.mot.com/go/embservices.

For a complete list of part numbers and pricing, please refer to Solution Builder.

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