



## CUSTOMER SERVICES

# SERVICE FROM THE START WITH COMPREHENSIVE COVERAGE

### SETTING A NEW STANDARD FOR SERVICE

Every day, you count on Motorola mobile computers to keep your business running efficiently and cost-effectively. Now, you can protect your Motorola mobile computers against accidental damage, normal wear and tear, and more with one of the most complete service offerings available today — Service from the Start with Comprehensive Coverage.

This unique offering provides seamless coverage at the right price, delivering expanded services at a lower cost-per-year. No matter where in the world you are located, our global support infrastructure ensures fast and dependable turnaround times and prompt telephone technical support. Count on Service from the Start with Comprehensive Coverage for maximum uptime and maximum investment protection for your Motorola mobile computers. Now that's true peace of mind.

### YOU'RE COVERED

Break the display? No problem. Crack the outer casing? No problem. Damaged exit window? No problem. Service from the Start contracts offer comprehensive coverage at no additional cost to protect you from the unexpected. Our plans cover normal wear and tear, as well as repairs to displays, touch screens, plastics, keypads, exit windows, and other internal and external

components damaged through accidental breakage. We even include coverage for the styluses, hand straps, screen protectors and battery doors. At Motorola, we don't focus on how it happened, but on how to get you up and running as soon as possible.

### CHOOSE YOUR TURNAROUND TIME

With Service from the Start with Comprehensive Coverage, your call is answered by a support specialist with expertise in your particular product. If resolution is not achieved with that first call, your issue is immediately escalated to the next support tier for response within the time period designated in your service plan. The Bronze service plan offers repair service with a three-day in-house turnaround and a four-hour response time for escalated support calls. Or, you can upgrade to the Gold service plan for a two-hour response time for support calls and advance replacement — including configuration management, application loading and battery testing so your replacement units are ready to go, right out of the box. Whichever plan fits your needs, you'll get multi-year complete repair coverage that helps eliminate 'surprise' repair costs and provides the investment protection you need to reduce your total cost of ownership — true business value.

## FEATURES

**Comprehensive, no questions asked, coverage includes normal wear and tear, and accidental breakage**

Virtually eliminates any surprise repair costs; significantly reduces total cost of ownership

**Fast turnaround time for all repairs**

Minimizes downtime; flexibility to choose the service level that best fits your business needs

**True 'service from the start'**

Peace-of-mind service from the date of purchase

**3 business-day turnaround for Bronze service**

Over three times faster than standard warranty coverage — 3 business days instead of 10 business days

**Advance replacement for Gold service**

Next business day replacement unit, ready to go right out of the box

## SPECIFICATION SHEET

SERVICE FROM THE START WITH COMPREHENSIVE COVERAGE

### CONVENIENT WEB-BASED REPAIR REQUEST

You can initiate repair quickly and easily, with anywhere anytime convenience. Just log on to our online repair system to request a Return Material Authorization (RMA) number, print out the shipping documents, and you're on your way. Motorola technicians expertly repair your equipment to manufacturer specifications.

### INTEGRATED TOTAL SUPPORT PLAN

Count on Customer Services to go beyond repair, offering a total integrated support solution that

encompasses: web self-service, telephone support, service center and optional onsite repair — all backed by our global support infrastructure and proven expertise. When you choose Motorola, you get industry leading response times and a level of expertise only 'direct-from-the-manufacturer' service can offer. And by centralizing our service centers, we've achieved the significant cost-savings required to provide you with more — for less: very competitively priced service plans with extended coverage offerings.

### Multi-year discount — annualized price lower than standard service contract

Get more for less; more coverage and significant cost savings through a single upfront cost

### Telephone technical support with fast response time to escalated issues

Get the answers you need, when you need them with priority call handling

### Online web-based portal: initiate and manage service requests

Round-the-clock, convenient access for your support needs, including quick RMA requests

### Options to tailor your service program

Battery maintenance, Commissioning, Express Shipping

For more information on how our service programs can benefit your business or to purchase Motorola Service from the Start with Comprehensive Coverage for your Motorola mobile computers, please visit us on the web at [www.motorola.com/business/services](http://www.motorola.com/business/services) or access our global contact directory at [www.motorola.com/enterprisemobility/contactus](http://www.motorola.com/enterprisemobility/contactus)

## AT-A-GLANCE: Service from the Start with Comprehensive Coverage vs Warranty

COVERAGE	WARRANTY	BRONZE	GOLD
Manufacturer defects only	•		
Covers normal wear and tear		•	•
Comprehensive coverage for accidental breakage		•	•
Includes all materials, parts, and labor		•	•
10-day repair turnaround <sup>1</sup>	•		
3-day repair turnaround <sup>1</sup>		•	
Advance equipment replacement <sup>2</sup>			•
3 and 5-year service coverage plans <sup>3</sup>		•	•
Multi-year discount		•	•
Telephone support coverage for Motorola Core Product Software, including Software Releases <sup>4</sup>		•	•
Defined telephone response time and escalation path (from time of initial call to escalation to next tier) <sup>5</sup>		•	•
		4-hour response	2-hour response
Application loading and configuration management <sup>6</sup>		Option	•
Battery Maintenance		Option	Option

Service from the Start with Comprehensive Coverage is a multi-year service program that must be purchased within 30 days of the product purchase. Excluded from coverage is damage to consumables such as batteries and damage caused by natural or man-made disasters such as fires, floods and theft. Product must be operated within its environmental specifications. Service availability may vary by country.

Please contact your Motorola representative for complete program details and a list of Motorola mobile computers eligible for Service from the Start with Comprehensive Coverage.

1 - Turnaround time is Motorola "in-house" repair time and does not include time in transit.

2 - Requires customer-supplied spares; overnight shipment recommended.

3 - Service coverage for the MC35 is two years.

4 - As defined in the Motorola Service from the Start with Comprehensive Coverage Service Description Document.

5 - Callback response during standard business hours for escalated issues.

6 - Application loading and configuration management require customer input at contract initiation. Application loading and configuration management also available as an option (Commissioning) for the Bronze level service program.

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