

## Service from the Start with Comprehensive Coverage for MOTOTRBO (Europe and Africa)

Service from the Start with Comprehensive Coverage is a unique prepaid service that includes normal wear and tear, as well as coverage for internal and external components damaged through accidental breakage. Purchased together with, or within 90 days of, the Motorola Solutions hardware purchase, this multi-year offer significantly reduces unexpected repair expenses while helping to protect customers' investments.

Service from the Start with Comprehensive Coverage comprises –

- Hardware Repair with same day turnaround time and two way shipping
- Accidental Damage
- Telephone Technical Support
- Software Support

For purposes hereof, “Software” shall mean computer programs in machine-readable form included in the product, which are essential to the functionality thereof as specifically stated in the product published specifications (also referred to as “Core Product Software”).

“Customer” shall mean Motorola Solutions Distributor or Reseller who have direct purchasing agreements with Motorola Solutions and authorized to sell MOTOTRBO products and services.

### Hardware Repair

Hardware Repair provides product repair at a Motorola Solutions operated or supervised facility that employs the same test equipment and original Motorola Solutions components used in the manufacture of the equipment. Products are repaired to ensure full compliance is met with the product specifications published by Motorola Solutions at the time of delivery of the original product via:-

- Repairs, adjustments and restorations, if appropriate, of any covered product(s) that malfunction while being used within the operational and environmental parameters specified by Motorola Solutions.
- Product updates, if applicable, as may be defined occasionally by Motorola Solutions Engineering Change Notices.

### Telephone Technical Support

Telephone Technical Support is provided for technical issues that require a high level of product or troubleshooting expertise. Motorola Solutions EMEA System Support Centre (ESSC) Technical Support operation is staffed with highly trained technologists who specialise in the diagnosis and resolution of product issues, and is accessed via Motorola Solutions Call Management Centre (CMC). Motorola Solutions ESSC is continuously monitored against stringent, industry recognised inbound call management and case management processes.

### Software Support

Software Support provides access to software updates in the form of Maintenance Releases and Patches which are defined as follows:

- Maintenance Releases** are the collection of cumulative error corrections, which may include enhancements to the existing functionality or performance of the Software, and/or
- Patches** (“bug fixes”) defined as Software changes released to correct verified Software errors in the current version

**Note:** new Software Releases, such as major Operating System version updates or other Software Releases that provide significant new functionalities or performance (“Major Releases”) are not included.

**Scope of Products included**

Service from the Start with Comprehensive Coverage and associated options are currently available for the following MOTOTRBO radios and repeater:

Entry Tier	Mid / High Tier	Specialist Tier
DP1400	DP2400	DP4401EX
DM1400	DP2600	DP4801EX
DM1600	DP3441	SLR5500 Repeater
SL1600	DP3661	SLR8000 Repeater
	DP4400	
	DP4401	
	DP4600	
	DP4601	
	DP4800	
	DP4801	
	DM2600	
	DM4400	
	DM4401	
	DM4600	
	DM4601	
	SL4000	
	SL4010	
	DP3400, DP3401	
	DP3600, DP3601 *	
	DM3400, DM3401	
	DM3600, DM3601 *	

\* Note that Service from the Start 5Yr will be withdrawn for DP3xxx and DM3xxx cancelled radios from 31st December 2014. Service from the Start 3Yr will still be available beyond this date.

**Motorola Solutions Responsibilities**

1. **Non Technical Telephone and E-Mail Support Coverage Hours.** Motorola Solutions will provide non technical helpdesk during standard business hours Monday to Friday 09:00hrs to 17:00hrs CET (“Support Days”) Monday to Friday, excluding 25th and 26th December and 1st Jan. Motorola Solutions will provide hardware repair updates during standard business hours Monday to Friday 09:00hrs to 17:00hrs CET (“Support Days”) Monday to Friday, excluding local Public holidays.
2. **Remote Technical Support Telephone and E-Mail Support Coverage in English language.** Motorola Solutions shall respond to calls within four (4) hours during the support days. In addition, customers may contact the Motorola Solutions Service Desk (MSD) who will log a technical request on Motorola Solutions Case Management System 24 x 7 on the customer’s behalf. This includes providing:
  - a. Support for the current version of Core Product Software, as well as the most prior Software Release as defined in Section 9.
  - b. Escalation - when necessary, Motorola Solutions will use established escalation procedures to enlist higher levels of expertise
3. **Technical Problem Isolation, Analysis and Resolution.** A Motorola Solutions representative will:
  - o Assess the nature of the problem
  - o Assist and perform problem determination
  - o Work to achieve problem resolution
4. **Hardware Repair.** Motorola Solutions will provide repair with a same business day in-house turnaround time provided the radios are delivered to the repair center by 9:00 a.m. (local repair centre time). Turnaround time represents the time a product spends at Motorola Solutions in the repair process; it does not include time in transit. Turnaround times are a target and are not a guarantee. Radios received for repair in larger quantities than is deemed reasonable by Motorola Solutions may not be repaired the same business day. Motorola Solutions may use new, refurbished and used component parts to complete a repair.

**Motorola Solutions Responsibilities (continued)**

5. **Comprehensive Coverage.** Motorola Solutions will repair electrical failures caused by accidental damage to the Motorola Solutions terminals covered by the service agreement that occur during normal use. Examples of items included under Comprehensive Coverage include -
  - a. Electrical repair for failures caused by accidental water damage
  - b. Electrical repair for accidental internal damage
  - c. Replacement of accidentally cracked or broken housings.
  - d. Replacement of accidentally cracked or broken displays.
  - e. Replacement of accidentally cracked or broken or missing keypads/buttons
6. **Transportation.** Motorola Solutions will provide pickup and delivery of the equipment to be repaired from the Customer's location and bear all costs and risks associated with this transportation, excluding any customs, duties and taxes incurred.
7. **Software Error Corrections.** Motorola Solutions will use reasonable commercial efforts to correct reproducible errors and to provide problem analysis and resolution, including corrective support to resolve identifiable and reproducible Software problems. Motorola Solutions will also help to identify problems that are difficult to reproduce.
8. **Software Releases.** Upon approved request, customer is granted the right to use and copy available Software Releases under the terms and conditions specified in Section 10 and 11 of Customer Responsibilities below. Motorola Solutions will update any associated documentation, if necessary, within a reasonable time after a Software Release is published.
9. **Support for Software Releases.** Motorola Solutions may provide Patches ("bug fixes") to the current version (defined as the version shipping with the product on the date purchased by the customer) until the first production ship date of the next Maintenance Release. After this date, correction of Software errors may require installation of the new Software Release (to the extent the Customer is entitled to receive it). Motorola Solutions may, in its sole discretion, provide support for older or discontinued Software versions; special support pricing may apply.

**Customer Responsibilities**

1. **Serial Numbers.** Customer must provide a complete list, preferably in electronic format, or by completing a Service Order Form (SOF) of all hardware serial numbers to be covered under the service agreement.
2. **Initiating Repair.** When Service from the Start Comprehensive is purchased at the time of ordering the equipment, the serial numbers will automatically be captured and included in the service agreement. When Service from the Start Comprehensive is purchased separately from the equipment order, then Customer must complete a Service Request Form (SRF) for each faulty unit and label the package correctly with a pre-paid consignment label, contact the local Logistics Provider and arrange for the faulty unit to be collected and sent to Motorola Solutions for repair.
3. **Initiating Telephone Technical Support.** Customer must complete and submit a Technical Support Request Form when initiating such a request via e-mail. When contacting Motorola Solutions for Technical Support, customer must provide the Serial Number of the unit.
4. **Packaging.** Customer must package all items to normal commercial standards. Motorola Solutions original packaging is recommended.
5. **Transportation.** Customer should contact their local Logistics Provider to arrange for the package to be collected.
6. **Error Reporting.** Customer must document and promptly report all detected errors to Motorola Solutions with enough detail to permit Motorola Solutions to reproduce the error. Customer must also assist Motorola Solutions with recreating and diagnosing each error.
7. **Installation of Software Releases.** Customer must promptly implement all Software Releases downloaded from Motorola Solutions customer support website, or otherwise provided by Motorola Solutions.

**Customer Responsibilities (continued)**

8. **Supervision of Software.** Customer must supervise, control and manage the use of the Software. Customer must also implement procedures for protecting its personal information and backup facilities from unauthorized access in the event of errors.
9. **Systems Upgrade.** To provide Software Releases and workarounds, Motorola Solutions may require customer to upgrade hardware and/or software systems, at its own expense, to Motorola Solutions currently supported versions of system components.
10. **Compliance with Terms of Agreement.** Customer agrees to use copy or download only those Software Releases for which it has received explicit approval from Motorola Solutions to obtain from Motorola Solutions customer support website. This entitlement is granted only for the specific serial numbers of the products covered by this agreement, and does not include rights to provide copies, transfer or otherwise distribute any release of the Software to any other product or any third party. If customer is found in noncompliance with this condition, Motorola Solutions reserves the right to invoice for any support charges necessary to obtain compliance, discontinue support or take other action as it deems appropriate. Motorola Solutions reserves the right to audit customer records using an independent third party auditor to verify compliance.
11. **Compliance with License Terms.** Customer is responsible for complying with the terms of all relevant End User License Agreements pertaining to the Software. Motorola Solutions reserves the rights to suspend its' provisioning of support or take further action if the customer is found in violation of such license agreements.

**Limitations and Restrictions**

1. Customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under this agreement:
  - a. Replacement of consumable parts or accessories, as defined by product, including but not limited to batteries, cables, carrying cases.
  - b. Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft and floods that would cause internal or external component damage or destruction.
  - c. Repair of problems caused by third parties' accessories or peripherals not approved in writing by Motorola Solutions for use with the product.
  - d. Repair of problems caused by using the device outside of the product's operational and environmental specifications or repaired by a third party.
  - e. Repair of problems caused by unauthorized alterations or attempted repair.
  - f. Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
  - g. Problem determination and/or work performed to repair or resolve issues with non-covered products; for example, any hardware or software products not specifically listed on the service order form.
  - h. Performance of any file backup or restoration.
  - i. Completion and test of incomplete application programming or system integration if not performed by Motorola Solutions and specifically listed as covered.
  - j. Use of Software Releases except as provided for under the responsibilities outlined in this document.
2. Where ongoing "accidental damage" is deemed by Motorola Solutions to be excessive, systemic or the result of product mishandling, customer may be subject to audit. Should it continue unabated, customer will incur repair charges at Motorola Solutions discretion and prevailing charges for products deemed by Motorola Solutions to have been damaged through improper handling, carelessness or reckless use.
3. Where a product is submitted to Motorola Solutions for repair that is outside the scope of Service, such repairs will require payment by the Customer and will be quoted by Motorola Solutions of additional costs in accordance with Motorola Solutions standard Time and Materials (T&M) rates and terms and conditions. Motorola Solutions will notify the customer of any incremental charges related to aforementioned exclusions, prior to completing the repair and said repair will be subject to acceptance of the quotation by the customer.
4. This service does not cover cosmetic imperfections that do not affect the functionality of the device.

5. Motorola Solutions is not obligated to provide support for any product:
  - a. That has been repaired, tampered with, altered or modified — except by Motorola Solutions authorised service personnel (including the unauthorized installation of any software) and / or the correct installation of Motorola Solutions or 3<sup>rd</sup> party option boards.
  - b. That has been subjected to unusual physical or electrical stress, abuse, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable product specification.
  - c. If customer fails to comply with the obligations contained in the product purchase agreement and/or the applicable software license agreement and/or Motorola Solutions terms and conditions of service.

### Geographic Availability

Service from the Start is available in EU, Norway, Switzerland, Russia, and South Africa, including these 20 new countries in alphabetical order, Albania, Algeria, Andorra, Angola, Bosnia-Herzegovina, Cameroon, Croatia, Iceland, Lichtenstein, Macedonia, Moldavia, Monaco, Montenegro, Morocco, Nigeria, Senegal, Serbia, Tanzania, Tunisia and Ukraine.

### Contact Us

For Telephone Non-Technical/Technical Support or Hardware Repair questions and feedback, please contact us with the given numbers below:

COUNTRY	TELEPHONE NUMBERS
AUSTRIA	01206 091 087
CZECH REPUBLIC	023 9014 216
DENMARK	043 682 114
FRANCE	0157 323 434
GERMANY	06950 070 204
ITALY	0291 483 230
LITHUANIA	880 030 828 (in-country only)
NETHERLANDS	0202 061 404
NORWAY	024 159 815
POLAND	00800 141 0252
PORTUGAL	0217 616 160
SPAIN	0800 981 900 (in-country only)
RUSSIA	810 800 228 41044 (in-country only)
SAUDI ARABIA	800 844 5345
SOUTH AFRICA	0800 844 5345 (in-country only)
UNITED KINGDOM	020 30 277 499 / 0800 7313 496 (in-country only)

### E-Mail Us:

Please email us your hardware repair inquiries at [ersc@motorolasolutions.com](mailto:ersc@motorolasolutions.com). Customers from EU, Norway and Switzerland may also check the status of hardware repairs at <https://emeaonline.motorolasolutions.com>.

Please email us if you need technical support at [essc@motorolasolutions.com](mailto:essc@motorolasolutions.com). Customers may also raise technical support requests and check the status of such requests at <https://emeaonline.motorolasolutions.com>.