SERVICE FROM THE START
FOR WAVE 5000
EA REGION – PARTNER CHANNEL

MOTOROLA SOLUTIONS

TABLE OF CONTENTS

DEFINITIONS, ACRONYMS AND ABBREVIATIONS

ACRONYM	DEFINITION
ARUS	Annual Release and Update Subscription
EA	The Europe and Africa business region (including Israel)
MSD	MSI Solutions Service Desk
RGU	Radio Gateway Unit. Used to interface donor radios (e.g. TETRA MTM5400 mobile radio) to the WAVE system
UK	United Kingdom
Working day	A working day is defined as 0900 to 1700 on Monday to Friday in the region where the service is provided from. Working days exclude weekends and public holidays.

DOCUMENT REVISION HISTORY

VERSION	AUTHOR	NOTES
1.0	Nancy Voke	April 2015
2.0	Nancy Voke	July 2015
3.0	Nancy Voke	November 2015
4.1	Graeme Casey	January 2016
4.2	Graeme Casey	February 2016

1 OVERVIEW – SERVICE FROM THE START FOR WAVE 5000

Motorola offers a Service from the Start (SfS) package to cover the WAVE system hardware and software indicated in the first column of the table below and includes the features as shown in the support scope below. It is available for purchase from 2 to 5 years:

WAVE 5000 System	Support Scope	SFS Essential
WAVE System – WAVE licenses – WAVE server – Networking equipment (Ethernet switch and Firewall) – MotoBridge Radio Gateway Unit (when used as part of the WAVE solution)	Remote Technical Support by ESSC	8x5
	Software Support (ARUS – Annual Release and Update Subscription)	Included
	Infrastructure Repair for Server and Networking equipment	Optional
	Advanced Exchange for Infrastructure (next day shipment)	No

Table 1

Note that SFS for WAVE5000 is not discountable.

2 REMOTE TECHNICAL SUPPORT

MSI provides tier 3 technical support services as part of the Service from the Start package to assist the Customer with resolution of technical issues with WAVE 5000 deployments following the completion of all installation and commissioning activities. Motorola Solutions Remote Technical Support Service provides telephone consultation for technical issues that require a high level of communications network expertise and troubleshooting capabilities. Remote Technical Support is delivered by the Motorola Solutions EA System Support Centre (ESSC) which is staffed with trained, skilled technical support engineers specialising in the diagnosis and swift resolution of network performance issues.

2.1 SCOPE

The Remote Technical Support Service is available as part of the Service from the Start package selected. SfS Essential support is provided 8 (eight) hours a day and 5 days a week. The EA MSI Service Desk (MSD) provides a single interface between the Customer and MSI EA Solution Support Centre (ESSC) for fault reporting. The MSD is operational 24 hours a day, 7 days per week, with the exception of December 25th and 26th and January 1st. The MSD is the first point of contact for tier 3 support and will answer and log the initial Customer support request within 15 minutes of the call being received. All calls requiring technical assistance will be logged into MSI's Global Technical Support database to ensure that all calls are prioritised, tracked, and escalated (as necessary).

The ESSC will provide over-the-telephone technical support to local technical staff (either MSI technical staff or customer technical staff) at site in order to assist with the prompt resolution of technical faults, and will manage further escalation when necessary. Technical issues shall be managed and dealt with by the EA Solution Support Centre (ESSC) which is available during UK working days.

Local technical support (tier 1 and tier 2 support) is not included in this scope and shall be priced separately. Tier 1 and tier 2 support includes: call and e-mail receipt, call and e-mail screening, issue identification, isolation and diagnosis, efforts to create a repeatable demonstration of the issue, issue resolution, and, where applicable, the distribution of any corrected media or fixes. In the event that the Customer is unable to rectify any software errors, having first provided tier 1 and 2 support in accordance with the description above, the matter shall be escalated to MSI for resolution. Technical support may include the issuance of software patches to resolve Customer specific issues when necessary.

The MSD can be contacted by phone or by email as follows;

Email : essc@motorolasolutions.com

Phone : **Austria:** 01206091087, **Czech Republic:** 0239014216, **Denmark:** 043682114, **France:** 0157323434, **Germany:** 06950070204, **Italy:** 0291483230, **Israel:** 1809315818, **Lithuania:** 880030828, **Netherlands:** 0202061404, **Norway:** 024159815, **Poland:** 008001410252, **Portugal:** 0217616160, **Russia:** 81080022841044, **Spain:** 0800981900, **South Africa:** 8008445345, **United Kingdom:** 02030277499 / 08007313496, **All Other Countries:** +442030277499

2.2 REMOTE TECHNICAL SUPPORT WITH REMOTE DIAGNOISTICS

In order to achieve certain customer support level expectations, it may be appropriate to establish remote technical support capabilities to certain customers which can be accessed by the level 2 team to support the level 2 and level 3 teams performing remote diagnostics. If required, such service will be quoted separately.

2.3 SUPPORT SERVICE LEVELS

The support service levels provided with Service from the Start packages for WAVE 5000 are as defined below. Upon receipt, tickets will be characterised by severity as defined here. Based on the severity level, the service level will be as defined in section 2.5.

2.4 SEVERITY LEVELS

Severity 1

This level represents the catastrophic failure of critical features of the application.

Typical examples would include:

- The application creates a critical operational exposure. The system is down or inoperable.
- More than 50% of clients or donor radios are unable to access the application.
- More than 50% of clients have lost voice or mapping services.
- The ability to manage the application has been lost or severely compromised; e.g. users cannot be added/deleted or critical parameters cannot be configured.

Severity 2

This level represents failures that limit the customer's normal use of the major features of the application. Typical examples would include:

- The application creates a serious operational exposure. The system is experiencing a significant loss in functionality.
- Failures that significantly impact the end users operations.
- Failures that significantly impact the administrator of the application, but which do not prevent the management of the application.

Severity 3

This level represents failures that may annoy the user or administrator, but which does not prevent use of the application. Typical examples would include:

- The application creates a low operational exposure. Loss of functionality is minimal and does not impact operations.
- Failures that don't affect the operation of the application, but are visible to users or to application administrators
- Failures that result in minor features being inoperable or unreliable.

Severity 4

This level represents failures that do not cause any real operational impact but which need to be addressed. Typical examples would include:

- The application creates a minimal operational exposure. No functional loss and does not impact operations.
- Non-critical user interface problems, e.g. spelling mistakes.
- Application usage queries.
- Administration queries.

2.5 SERVICE LEVELS

The response of the organisation to tickets (based on the severity of the ticket as defined in section 2.4) is detailed below along with the target response / resolution times to which the organisation will strive to deliver.

2.5.1 DEFINITIONS

The following definitions will be used in this section.

Incident: Loss or degradation of active customer service

Response Time: the period of time from submission of a ticket to the MSD to a call back from a support team to start the process of resolving the Technical Request, Incident or Problem.

Response Method: the method by which the customer will be contacted regarding the Technical Request, Incident or Problem.

Service Restoration Time: the time within which a fix, or workaround, will be provided to allow continued use of the application.

Problem: The underlying cause of an Incident or Technical Request is required

Problem Root Cause Time: the time within which a 'final solution' to the problem will be provided.

Technical Request: When there is NO loss of or degradation to core services on a customer's LIVE operation. Examples of which are Technical Question; resolution of CSAT or FAT failures etc…

2.5.2 SERVICE LEVELS FOR SERVICE FROM THE START ESSENTIAL

. MSI will strive to achieve the following target service levels; these service levels are not committed and cannot be made subject to non performance penalties.

SEVERITY LEVEL	RESPONSE TIME	RESPONSE METHOD	SERVICE RESTORATION TIME	PROBLEM ROOT CAUSE TIME
1	1 day	Phone	5 working days	1 calendar month
2	2 working days	Phone or Email	10 working days	2 calendar months
3	5 working days	Phone or Email	3 calendar months	Within the next planned ARUS release
4	10 working days	Phone or Email	Not applicable	Within the next planned ARUS release

Table 3

3 SOFTWARE SUPPORT SERVICE (ARUS)

3.1 SCOPE: ARUS SOFTWARE SUPPORT

MSI provides software support for the WAVE 5000 application in the form of an Annual Release and Update Subscription (ARUS) to protect the customer's investment. ARUS is a comprehensive subscription that provides the rights to upgrade purchased components to future releases of the licensed software and includes software upgrades and software updates.

Software Upgrades are indicated by a formal release of new software designated as generally available and can include a change in the major and/or minor revision number of the software. Customers with an ARUS subscription have access to the latest version of the WAVE software

suite at no additional charge. Software upgrades shall not include any release, enhancement, or future product that MSI licenses separately.

Software Updates mean bug fixes that are provided to resolve issues with the WAVE software. Customers shall install new software releases themselves. Customers may also choose to purchase implementation services from Motorola Solutions.

3.2 INCLUSIONS

ARUS includes the following:

- Software Upgrades
- Software Updates

3.3 EXCLUSIONS

Excluded from the scope of ARUS are:

- Installation of software upgrades or updates.
- Professional or Implementation Services
- Any software that is not part of the WAVE 5000 system.

3.4 END OF LIFE SUPPORT

MSI makes available support services for its Software for a period of 18 months after a Software version has been discontinued or supplanted by a new version. Additionally, support (excluding bug fixes and add-ons) is available for an additional 12 months thereafter. Thirty (30) months after a Software version has been discontinued, MSI support for such Software version shall cease.

4 INFRASTRUCTURE REPAIR SERVICES

Motorola Solutions provides an optional repair or replacement Service for hardware infrastructure supplied by Motorola Solutions under this contract. The Motorola Solutions Repair Centre manages and performs the repair or replacement of Motorola Solutions supplied Products as well as the related logistics process.

Motorola Solutions' Repair Centre is composed of a team of experts in communications systems, specializing in troubleshooting, pin-pointing problem areas and servicing Customer´s equipment down to the component level utilizing state-of-the-art test equipment and test beds. The Repair Centre technical specialists ensure that repairs are performed reliably, efficiently and cost effectively.

4.1 SCOPE

The Infrastructure Repair service applies to the repair or replacement of the equipment and/or the Field Replaceable Units (FRU) defined for the above hardware. The cycle time for repairs is typically thirty (30) days, defined as in-house repair time and excluding any transportation time.

A Field Replaceable Unit (FRU) is the minimal subset part that can be replaced or changed out within Radio Communications systems in the field, and the Infrastructure Repair service is available for FRU's. Customer collects and ships the faulty FRU to Motorola Solutions, whilst Motorola Solutions arranges the repair and or suitable replacement of the defective

unit. If the FRU is irreparable, Motorola Solutions will replace it as part of the Infrastructure Repair Service.

Tracking and traceability of the FRU repair is achieved through Motorola Solutions' Repair database. The database is used to track the incoming and outgoing unit, along with information such as the repair data and the cycle-time for the completion of the repair process. This information is used to continuously strive for improvements. Returned FRU's or repairs generally include a diagnostic report for information when returned to Customer.

4.2 INCLUSIONS

Hardware support will be offered for the following hardware (if supplied by MSI);

- Server(s)
- RGU(s)
- Network equipment

4.3 EXCLUSIONS

- Mobile devices running mobile communicators
- End user owned PCs running dispatch clients
- All components over five years from product cancellation date.
- Physically damaged components.
- Defects, damage, malfunctions or cost implications resulting fom:
- Use of the products in other than their normal manner or operation in abnormal working conditions or environmental conditions in excess of the recommendations specified in the relevant specifications.
- Misuse, accident, neglect, mishandling, wilful damage or defacement.
- Unauthorized alterations, modifications, repairs or testing, use of unproved parts in the Products or the combination or interfacing of the Products, in each case in a manner not approved by Motorola Solutions.
- Contamination by bodily fluids.
- Taxes or duties that become payable during the transit of the failed or repaired items.
- An event of Force Majeure.

5   MOTOROLA RESPONSIBILITIES

Motorola has the following responsibilities:

- Enable Customer's access to the Motorola Solutions' MSD operational 24 (twenty-four) hours a day, 7 (seven) days per week, to answer, record and dispatch requests for support;

- Respond to requests for Remote Technical Support in accordance with the response times set forth in Section 2.5 ("Response Time Definitions") and the severity level defined in Section 2.4 ("Severity Level Definitions") above Advise caller of procedure for determining any additional requirements for activities or information relating to issue restoration and/or characterisation;

- Attempt remote access to system for remote diagnostics, when applicable;

- Maintain communication with the Customer in the field as needed until closure of the case;

- Coordinate technical resolutions with agreed upon third party vendors, as needed;

- Escalate and manage support issues, including systemic issues, to Motorola Solutions Engineering and Product Groups or to Customer, as applicable;

- Determine, in its sole discretion, when a case requires more than the Remote Technical Support Service described herein and notify Customer of an alternative course of action.

- Notify the Customer when a new software release becomes available.

- Provide instructions for the customer to install the new software releases and software updates on their system.

- Provide new or reconditioned units as FRU to the customer, upon request and subject to availability. The FRU will be of similar equipment and version as the customer's malfunctioning FRU.

- Provide a repair Return Authorization (RA) number so that the returned FRU can be repaired and returned to FRU stock.

6 CUSTOMER RESPONSIBILITIES

Customer has the following responsibilities:

- Provide Motorola Solutions, prior to start date, with information as requested by the Customer Support Manager ("CSM") that is required in order to start and perform services;

- Submit changes in any information supplied to the CSM;

- Contact the MSD in order to access the Remote Technical Support Service, providing the name of caller, name of Customer, System ID number, Proposal Reference number, site(s) in question, and brief description of the problem;

- Keep in place a suitably trained technical team that provide Levels 1 & 2 field maintenance and technical support to the System, and who are familiar with the operation of that System;

- Supply suitably skilled and trained on-site presence when requested by EA System Support Centre;

- Validate issue resolution prior to close of the case;

- Acknowledge that cases will be handled in accordance with the times and priorities as defined above in Section 2.4 ("Severity Level Definitions") and in Section 2.5 ("Response Time Definitions");

- Cooperate with Motorola Solutions and perform all acts that are reasonable or necessary to enable Motorola Solutions to provide the Remote Technical Support Service to Customer.

- Install the new software releases and software updates on their system as required.

- Provide all required information on the RA form including symptom of problem and whether or not the FRU has been subjected to physical damage or lightning damage.

- Ensure suitable packaging is used so the FRU arrives un-damaged and in repairable condition with the RA number clearly printed on the outside of the packaging.