MOTOTRBO INFRASTRUCTURE SERVICE PACKAGES FREQUENTLY ASKED QUESTIONS

Q. WHY OFFER MOTOTRBO INFRASTRUCTURE SERVICE PACKAGES?

A. The MOTOTRBO service packages are designed to provide partners/customers with optimal network support based on their operational needs. Three service tiers make it easier for partners/customers to understand the range of support and targeted outcomes.

Q. ARE NETWORK UPDATES (SOFTWARE INSTALLATION & MAJOR HARDWARE REPLACEMENT) BEING OFFERED IN ANY OF THE MOTOTRBO SERVICE PACKAGES?

A. Network Updates (Software and Hardware Updates along with implementation service) are part of the Advanced service package, which is ONLY offered for Capacity Max. This specific service ensures that the system is current with the latest software releases and supports the hardware compatibility.

Q. WHAT IF A PARTNER/CUSTOMER DOES NOT WANT TO PURCHASE A MOTOTRBO SERVICE PACKAGE?

A. Partners/Customers can decide not to take a service package, but there are no ad-hoc service(s) available for MOTOTRBO systems. Without a service package, the system will not be entitled to any software updates. This could affect the system's operation and expansion incompatibility with the hardware.

Q. HOW CAN I ORDER A SERVICE PACKAGE?

A. Quotes can be obtained by downloading the Configuration Tool that will be made available in the Motorola Online Resource Center. To order a service package, you will need to attach the configured quotes and email to: OrderManagementProject@motorolasolutions.com

Q. WHAT MOTOTRBO TECHNOLOGIES ARE ELIGIBLE FOR A SERVICE PACKAGE?

A. All MOTOTRBO technologies! Essential Service Package is available for Single Site, IP Site Connect, Capacity Plus, and Capacity Max systems. The Advanced Service Package is ONLY available for Capacity Max system.

Q. WHAT IS THE LENGTH OF EACH SERVICE PACKAGE?

A. Each of the MOTOTRBO service packages are sold in three (3) year increments. If purchased at the time of sale, the service package benefits will be added to the 2 year product warranty and provide the service package benefits over a total of 5 years (2 years warranty + 3 years service package).

Q. WHAT CAN PARTNERS DO WITH CUSTOMERS WHO ALREADY HAVE A LONG-TERM CONTRACT THAT IS SOMEWHAT ALIGNED WITH THE STANDARD PACKAGES?

A. The goal is to not change service contracts already in place, but to renew when appropriate into a MOTOTRBO service package.

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Q. CAN THE MOTOTRBO SERVICE PACKAGES BE CUSTOMISED TO MEET SPECIFIC CUSTOMER REQUESTS?

A. The MOTOTRBO service packages are designed based on current customer buying trends and profiles in order to maximize adoption. In the case that specific requests are made in a RFP, standalone services can be quoted, or added to supplement the packages.

Q. IS NON-MOTOROLA, THIRD-PARTY EQUIPMENT COVERED UNDER ANY OF THE SERVICE PACKAGES?

A. Select third-party equipment can be covered under a MOTOTRBO service package. Based on our vendor agreements, separate quotes may be required from third-party vendors. These would be added as additional services to the packages.

Motorola Solutions infrastructure equipment (i.e. Motorola repeaters and CMSS for Capacity Max) is covered under a MOTOTRBO Essential or Advanced service package.

Q. ONCE A PACKAGE IS SOLD, HOW LONG WILL THE "ON-BOARDING" TIMEFRAME BE?

A. The expected onboarding timeframe from when a KAM/CSM submits the request for a new customer is around two (2) to four (4) weeks. Based on feedback from the KAM/CSM, access will be provided to the KAM/CSM first to get familiar with the customer data before providing the partner/customer with access. As a result, the timeframe may vary.

Q. IS THERE A REPAIR OPTION UNDER THE ESSENTIAL SERVICE PACKAGE AFTER THE TWO YEAR WARRANTY REPAIR PERIOD?

A. Yes, there is an option to purchase Network Hardware Repair after the two year warranty under the Essential service package.

Q. WILL ADVANCED REPLACEMENT HARDWARE REPAIR BE AVAILABLE DURING THE TWO YEAR PRODUCT WARRANTY PERIOD IF A SERVICE PACKAGE IS BOUGHT AT THE TIME OF PURCHASE?

A. Yes, there is an option to purchase Hardware Network Repair with Advanced Replacement under the Essential and Advanced service packages.

Q. DOES ESSENTIAL HAVE THE OPPORTUNITY TO INCLUDE NETWORK EVENT MONITORING ON A CAPACITY MAX SYSTEM?

A. No. Network event monitoring is a key component of the Advanced Plus service package for Capacity Max only and is not available under the Essential service package.

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