

# CHANNEL NEWSLETTER

MAY 2016



## SERVICE PACKAGES FOR MOTOTRBO™ CAPACITY MAX

INTRODUCING THE FIRST SUPPORT PACKAGES FOR MOTOTRBO INFRASTRUCTURE

Effective with the launch of MOTOTRBO Capacity Max, we are pleased to announce that the support service packages for MOTOTRBO Capacity Max are available for every system sold. That means for every MOTOTRBO Capacity Max system that you quote to your customer, you will be able to attach these service packages to extend the life of the system with priority support.

### Why is it necessary?

It is important to note that these service packages provide the latest major and minor software releases within the service contract, to ensure the performance and operation of the system. Technical support and infrastructure repair are also included for any unexpected downtime or faulty component. This ensures your customers are always supported for any network issues.

### SERVICE PACKAGES FOR MOTOTRBO CAPACITY MAX – AT A GLANCE

PACKAGES	ESSENTIAL	ESSENTIAL PLUS	ADVANCED	ADVANCED PLUS
5 YEARS COVERAGE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
REMOTE TECHNICAL SUPPORT: 9AM-5PM CET, MON-FRI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
NON TECHNICAL TELEPHONE SUPPORT: 9AM-5PM CET, MON-FRI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SOFTWARE RELEASES <sup>1</sup>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
INFRASTRUCTURE REPAIR <sup>2</sup>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
NETWORK MONITORING <sup>3</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- (1) Software releases comprises of minor and major releases and update subscriptions
- (2) Infrastructure repair includes server and networking equipments
- (3) Network Monitoring is not available in Capacity Max R2.5. and R2.6

This is the first of the many packages to be released this year for MOTOTRBO infrastructure. For more information about these service packages, please contact your Account Manager or Customer Support Manager.