



Wireless Broadband Support Packages



Why Motorola Support?

Defined response times and escalation paths for telephone support

Expert technicians repair products to original factory specifications

Reliable repair turnaround at a known cost

State-of-the-art technology for complete diagnosis and testing

Coverage for normal wear and tear

Defined engineering changes applied

Software notifications for all covered applications

Superior Support and Service to Meet Your Business Needs

Motorola's wireless broadband support package, available to our customers throughout Europe, Middle East and Africa, ensures maximum performance throughout the lifecycle of your advanced wireless network. Our trained experts are ready to provide fast and accurate response, and our facilities are fully equipped with the latest tools and applications to deliver the highest level of technical service. In addition to the standard wireless broadband support program, Motorola offers options to tailor your own support program.

Motorola Support Services Ensure Network Performance

Motorola support services supplement your skill sets and expertise to ensure the maximum availability and efficiency of the network. The services included in the basic package are Technical Support, Software Support, and Hardware Repair. This is the essential set of services required to support your system through its lifecycle and to preserve your investment in the network. Technical experts will assist with

network issue identification, software updates/enhancements, and hardware problem resolution. With these services, your support needs are provided through a single point of contact for direct access to Motorola assistance when issues arise.

Wireless Broadband Support Package Benefits

Motorola's support services provide the following:

- Access to technical support for fast resolution of issues
- Expert repair of products to manufacturer's specifications
- Reduced downtime with state-of-the-art investigation, diagnostics, and fault recovery
- Software updates and enhancements to keep your network current
- Access to world-class capabilities and R&D
- Quality assured due to standardised support processes and engineering procedures

Technical Support:

Motorola technical consultants provide remote support to resolve network issues and restore system availability as quickly as possible.

- 9 to 5 UK business hours availability offers immediate and direct access to Motorola assistance when network issues arise.
- Expert broadband network technologists, designers, and engineers troubleshoot problems, analyse network data, isolate faults, and correct errors.
- Fully equipped test labs permit testing to be conducted in an isolated environment to ensure accuracy in issue identification and resolution.
- Remote diagnosis provides critical information in preparing requirements needed at the network site.
- Rigorous case and escalation management, and defined process and procedures maximize satisfaction, quality, and accurate performance reporting.



Software Support:

Software support to keep your system current and on the latest version of software.

- Periodic software notifications identify available software updates and provide enhancements that apply to Motorola software in existing system components.
- Remote tech support provides access to technicians for assistance.

Hardware Support:

Motorola repair services utilize fully certified engineers and Motorola original parts to ensure performance and quality.

- Reliable repair turnaround within 30 days maximizes equipment availability
- Repairs are conducted with approved Motorola-manufactured original replacement parts and all repairs are returned to original factory specifications.
- Timely and accurate diagnosis using up-to-date, automated test equipment ensures that all Motorola and/or third-party equipment is returned on-spec per current and published specifications, regardless of specification version.
- 90-day warranty on all repairs assures quality of repair.

Motorola offers a comprehensive and flexible portfolio of wireless broadband network services to ensure peak performance, cost effective operations, and high availability. Our complete suite of services spans the entire lifecycle of your network, from pre-deployment, including consultancy, design, and planning, to deployment, with system integration, project management, and system testing, to post-deployment, including support, training, network monitoring, and performance optimisation. Motorola collaborates with you to understand your needs and help you achieve your organizational objectives. A service package can be customised to meet individual customer requirements including clearly defined service level agreements.

Motorola Services offers a single source for service providers, governments and enterprises that rely on wireless communications. We have a complete end-to-end portfolio of high performance, cost-effective professional and technical services for telecommunications. Our expertise in system integration, support, value added and managed services is supported by our legacy as an RF pioneer and 80+ years of experience with mission critical and multi-vendor, multi-technology wireless networks.



Motorola, Inc.

motorola.com/wirelessbroadband

The information presented herein is to the best of our knowledge true and accurate. No warranty or guarantee expressed or implied is made regarding the capacity, performance or suitability of any product. MOTOROLA and the Stylized M Logo are registered in the US Patent & Trademark Office. All other product or service names are the property of their respective owners. © Motorola, Inc. 2009