

Please provide the information below when requesting Motorola's Technical Support for Wireless Broadband products.

The asterisk (*) denotes the minimum required data.

General Information

*Customer (Distributor) Name :
Customer Number : e.g. UK 12345678
Motorola C3 Site ID : e.g. WiBB_22222

Case Contact

*Name :
*Telephone Number :
*Email Address :

Case Information

*Case Title :
*Case Type : Technical Support or Request for Information
*Technical Severity : 1, 2, 3 or 4
*Customer Priority : High, Medium or Low
Customer Reference Number :

System Details

System Release : Wireless Broadband
*Product Family : Point to Multi Point (Canopy) or PTP or Mesh
*Product Module : e.g. PTP600, Prizm, SM
*SW Version of Affected Module :

***Problem Description**

A) What is the perceived problem?
(Details - i.e. any alarm messages, screen shots etc as supporting information)

B) What should it be doing?
(When operating normally how does it work / has it worked before?)

C) When was the problem first noticed?
(Date and time first noticed and when since?)

D) Where is the problem happening?
(Details - i.e. locations)

E) Is there any other additional information?
(Details - i.e. have any upgrades recently taken place, configuration changes etc.)