



HELP YOUR CUSTOMER PROTECT THEIR INVESTMENT

INFRASTRUCTURE REPAIR SERVICES FOR MOTOTRBO™

Your first priority is to provide your customer with the best: whether it's through technology or the means to help them support that technology. The MOTOTRBO Connect Plus Trunked Controller and Gateway are built to withstand the tough environments; that's why your customer made an investment in deploying technology from an industry leader they can trust. But things happen. Components can fail over time and that's when your customer will turn to you for help. By partnering with Motorola, you can offer your customer **Infrastructure Repair Services** that can keep their communications network operating at its best and available to their users.

Technology has increased in complexity over the years and unless you have the significant level of resources – technicians, tools, and processes – that it takes to support today's communications networks, it makes good economic sense to leverage Motorola's operations. Motorola has made that investment for you. Motorola's Infrastructure Depot Operations (IDO) allows you to take advantage of the economies of scale that a centralized service depot can provide. With Infrastructure Repair, you can leverage the expertise, experience, sophisticated test labs, state-of-the-art repair equipment, and proven, repeatable case management procedures provided by Motorola's service centers.

PEACE OF MIND

Motorola's knowledgeable, highly trained and certified technicians utilize sophisticated, automated test equipment to analyze, isolate, and repair Motorola-manufactured equipment as well as equipment from select third-party vendors. Utilizing our Infrastructure Repair service means that repairs are done quickly and correctly, allowing you to confidently provide the peace of mind to your customers that they will experience minimal impact to their communications capabilities.

MINIMIZE EQUIPMENT DOWNTIME WITH ADVANCED REPLACEMENT

Infrastructure Repair with Advanced Replacement provides your customers a service that would allow for an advanced replacement of their MOTOTRBO controller or gateway, minimizing system downtime.

With the Infrastructure Repair with Advanced Replacement service, a Field Replaceable Unit (FRU) is dispatched to you or your customer within 24-48 hours, no matter their location in North America, to minimize downtime so that your customer's ability to communicate is not negatively affected.

MANAGE YOUR OPERATING EXPENSES

As you know, repairing infrastructure equipment can present a financial challenge. From purchasing test equipment to having the floor space to conduct repairs, to training and certifying your technicians, will require you to make a large capital investment. Partner with Motorola and allow us to focus on making sure your customer's

repairs are completed quickly and correctly so that you can focus on helping your customer with their ongoing system maintenance and future lifecycle planning.

HELP YOUR CUSTOMER MANAGE THEIR OPERATING EXPENSES

Investing in a cost-effective Infrastructure Repair or Infrastructure Repair with Advanced Replacement service agreement means that you can help your customer budget in advance for the maintenance of their MOTOTRBO controller or gateway. You can show your customer how they will not have to worry about securing additional budget if their equipment requires maintenance. In addition, they will experience even less expense since shipping to and from Motorola's service centers is included with the service agreement.

SERVICES EXPERTISE ACROSS THE MOTOTRBO LIFECYCLE

Motorola offers a suite of services designed to help you support your customer's MOTOTRBO system and devices throughout the technology lifecycle.

ORDERING INFRASTRUCTURE REPAIR SERVICES FOR MOTOTRBO

The following Infrastructure Repair service agreements are available for MOTOTRBO system components. To order, please contact your Motorola Customer Support Manager.

- **Budgeted repair expense:** Help your customers adhere to their budgets by encouraging them to invest in a cost-effective Motorola Infrastructure Repair service agreement, which allows them to more easily predict their network support costs.
- **Supplement resources:** Partnering with Motorola allows you to redirect your resources to other tasks in your organization while still meeting your customer's needs.
- **Recurring revenue stream:** When you sell an Infrastructure Repair service agreement, you create a recurring revenue source that can be renewed year after year.
- **No capital investment:** Selling the customer an Infrastructure Repair service agreement allows you to meet your customer's needs without having to make the capital investments to perform the repairs yourself.

SERVICE	INFRASTRUCTURE REPAIR	INFRASTRUCTURE REPAIR WITH ADVANCE REPLACEMENT
Service Model	SVC01SVC0330A	SVC01SVC0331A
Components Covered	XRC9000 SINGLE SITE CONTROLLER XRC9000 MULTI SITE CONTROLLER XRT9000 Gateway	XRC9000 SINGLE SITE CONTROLLER XRC9000 MULTI SITE CONTROLLER XRT9000 Gateway

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