

ESSENTIAL SERVICES FOR NITRO™ INFRASTRUCTURE

Support When You Need It

Take full control of your communications network. Nitro's fully-managed platform combines business-critical voice with private broadband data — enabling a unified, seamless, hassle-free operation. Advanced capabilities ensure communications are safe, clear and reliable across your entire enterprise.

With Essential Services for Nitro, you can keep your infrastructure secure and up-to-date. Essential Services' five-year extended coverage includes advanced replacement for repair, software updates and technical support.

Essential Services Key Components

- Advanced replacement*
- Software updates
- Technical support
- Infrastructure Repair

*Included with monthly service fee model. Optional for capital model.

ADVANCED REPLACEMENT

Advanced Replacement is a repair exchange service only for Nitro infrastructure. With the Advanced replacement feature, your unit will be replaced with a Field Replacement Unit (FRU) or Advanced Replacement Unit. All malfunctioning infrastructure equipment shall be returned to Motorola Solutions

INFRASTRUCTURE REPAIR

Motorola Solutions provides a hardware repair service for all of the Motorola Solutions provided infrastructure equipment. A Motorola Solutions authorized repair depot manages and performs the repair of Motorola Solutions supplied equipment as well as coordinates the equipment repair logistics process. Certain hardware may be repaired on-site by Motorola Solutions authorized providers.

SOFTWARE UPDATES, ANYWHERE, ANYTIME

Essential Services for Nitro gives you access to certified and tested software.

Software updates protect your investment and provide access to new features as they are developed — expanding your capabilities beyond voice for increased productivity, reliability and safety.



ACCESS TECHNICAL SUPPORT

Motorola Solutions' Technical Support service provides telephone consultation for technical issues requiring Nitro network knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola Solutions Support Center (SSC) by a staff of technical support specialists skilled in diagnosis and swift resolution of infrastructure performance and operational issues.

Motorola Solutions understands the importance of maintaining business-critical systems. That's why it applies leading industry standards to record, monitor, escalate and report technical service calls from its customers.

ESSENTIAL SERVICES FOR NITRO INFRASTRUCTURE

SERVICES	ESSENTIAL
Coverage Period	5 years
Advanced Replacement	5 years
Infrastructure repair	5 years
Software updates	5 years
Technical Support	8x5 U.S. business days (M-F) with 24-7 on-call for Severity 1 issues

For more information, please visit us at
www.motorolasolutions.com/services



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