

SERVICES FOR NITRO™ CBRS RAN INFRASTRUCTURE

Support When You Need It

Take full control of your communications network. Nitro 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 organization.

With Essential Services for Nitro CBRS Radio Access Network (RAN)s, you can keep your infrastructure secure and up-to-date. Extended coverage includes repair, technical support, software upgrades, cloud core services, advanced replacement, network monitoring and dispatch services.

Service Capabilities

- Hardware Repair
- Technical Support
- Software Upgrades
- Cloud Core Services
- Advanced Replacement
- Network Monitoring and Dispatch Services
- On-Site Infrastructure Response
- Preventative Maintenance

HARDWARE 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.

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 our Technical Support Operations (TSO) by a staff of specialists skilled in diagnosis and swift resolution of 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.

SOFTWARE UPGRADES

Infrastructure Services 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.

CLOUD CORE SERVICES

Nitro Cloud Core services includes Motorola Solutions Nitro cloud provisioning and network management portal, LTE Evolved Packet Core (EPC), and Spectrum Access System (SAS) services. These hosted services, when connected to on-premise CBSD and networking equipment provides CBRS functionality.

ADVANCED REPLACEMENT

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

NETWORK MONITORING

Network Monitoring keeps business-critical networks operating smoothly with maximized availability. Our 24x7x365 Network Operations Center provides real-time, proactive network monitoring for Nitro systems, immediate event detection and technical dispatch services. Upon receiving an alert, Motorola's dedicated System Technologists assess the situation and if necessary, local field technicians or your own staff (per contracted agreement) is immediately dispatched to the site fully apprised of the situation for quick, efficient resolution. Performance reporting is available so you are always up to date on the health of your system.

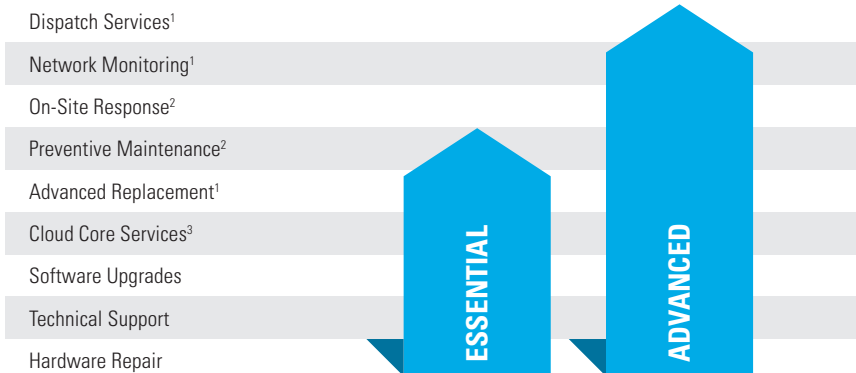
ON-SITE INFRASTRUCTURE RESPONSE

When needed to resolve equipment malfunctions, Motorola Solutions will dispatch qualified local field service technicians to diagnose and restore proper operation. The technician(s) will perform diagnostic on impacted hardware and replace defective components with a Field Replacement Unit (FRU). The FRU can come from your inventory or from your Advanced Replacement program.

ANNUAL PREVENTATIVE MAINTENANCE

With Annual Preventative Maintenance, qualified field service technicians will perform scheduled operational testing and alignment of your RAN equipment, including the CBSDs, transport and associated equipment supplied or maintained by Motorola Solutions.

SERVICES AT - A - GLANCE



¹ Included with the monthly service fee model. Optional for capital model.

² Available option.

³ Requires an active data plan in addition to Essential or Advanced service packages.

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



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. 800-367-2346 motorolasolutions.com

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