

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 Infrastructure Services for Nitro, you can keep your infrastructure secure and up-to-date. Infrastructure services' extended coverage includes infrastructure 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*

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

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 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.

SOFTWARE UPGRADES

Infrastructure 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.

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 the customer's on-premise CBSD and networking equipment provides CBRS functionality to the customer.

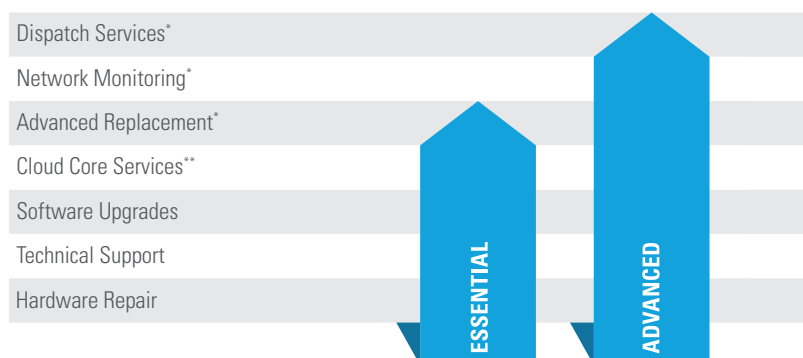
ADVANCED REPLACEMENT

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.

NETWORK MONITORING, DISPATCH SERVICES & PERFORMANCE REPORTING

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.

SERVICES AT - A - GLANCE



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

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

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



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