



SUBSCRIBER REPAIR SERVICES

Repair Service Advantage (RSA) Frequently Asked Questions

What is Repair Service Advantage (RSA)?

Repair Service Advantage is a post-warranty service offering that extends the service coverage of Motorola subscriber mobile or portable radios. RSA can be purchased as an option to new radio purchases and is available in one, two, or three-year increments. RSA is also available as a service agreement for your existing radios, renewable annually as long as Motorola supports those radios. RSA purchased as an option to new radios provides up to a 15 percent discount over RSA Service Agreement.

What does RSA cover?

RSA provides component level repair on Motorola manufactured two-way portable, mobile, iDEN, data, and paging units at Motorola's Depots. All radios are repaired by experienced, factory-trained, and certified technicians who return the units to original factory specifications and upgrade the firmware to the latest release.

What is not included in RSA?

Please see your statement of work for a complete list. RSA excludes repairs to: optional accessories; non-standard mobile microphones; iDEN accessories; iDEN mobile microphones; portable remote speaker microphones; optional or additional control heads; mobile external speakers; single & multiple unit portable chargers; batteries; mobile power & antenna cables; mobile antennas; portable antennas, power supplies; chemical, liquid, or physical damage. Engraving and Preventative Maintenance services are also excluded from RSA.

How do I order RSA?

You can purchase RSA as an option when you order new radios or you can contact your Motorola Service Support team to purchase an RSA Service Agreement on radios you already own.

How do I get service for my RSA-covered radios?

With both RSA support plans, simply box and ship your radio to Motorola's Radio Support Center or Federal Technical Support Center. We'll test, repair, return the radios to original factory specifications, and upgrade the firmware to latest version.

Why is RSA more economical for me than Flat Rate Repairs?

RSA allows you to budget for your subscriber radio repairs, significantly minimizing the potential for unexpected maintenance expense. In addition, RSA repairs receive priority repair cycle time, which means that they will be repaired and returned to you more quickly than with Service Repair Bank or Flat Rate repairs.



Besides RSA, are there any other Motorola subscriber repair programs?

There are two repair services that are provided by the Network of National Service Providers

Local Radio Repair

- Annual service agreement
- Provides operational check of subscriber radio to identify internal or external defects
- Radios are repaired at the local shop if the radio does not need to be opened
- If the radio needs to be opened, unit is sent to either the Motorola Radio Support Center or the Motorola Federal Technical Support Center.

Local Radio Combo Package

- Annual service agreement
- Provides the first echelon and component level repair services.