



FAQS

SERVICE FROM THE START FOR LTE DEVICES

Q. WHAT IS THE SERVICE FROM THE START ESSENTIAL BUNDLE FOR LTE DEVICES?

- A.** Service from the Start Essential (SFS) is a service support program that delivers multiple years of seamless coverage, rapid in-house product repair and technical support for LTE devices.

Q. WHAT IS INCLUDED IN SERVICE FROM THE START ESSENTIAL?

- A.** Service from the Start Essential includes the following: :
- Repair: manufacturer defects, normal wear and tear, materials, parts and labor
 - 3-day in-house repair turnaround time
 - 4-hour telephone/technical response times
 - Telephone and technical support during normal business hours (8x5 Central & Eastern US time)

Q. HOW DO I ORDER SERVICE FROM THE START ESSENTIAL?

- A.** You can order Service from the Start Essential with a device purchase when configuring the device on Motorola Online, select either the 2 or 3 year SfS option

Q. ARE THERE SUPPORT OPTIONS OTHER THAN SERVICE FROM THE START ESSENTIAL?

- A.** Yes. If you do not purchase Service from the Start, your service options are:
- Service Center** – this is an annual service contract that is equivalent in scope to Service from the Start. Service Center can be bought at any

time – at the time of device purchase, during the warranty period or after the warranty period expires – for a fleet of devices.

Flat Rate Repair – after the one-year warranty expires, if you elect not to purchase Service from the Start or Service Center, no technical support will be available, and support for any device issues will require the device to be sent in for repair, which will be charged per incident.

Q. HOW CAN I OBTAIN SUPPORT SERVICES?

- A.** Call the Solutions Support Center at 1-800-323-9949:
- Select Option #6 for LTE Technical Support
 - o Option 1 for LTE Infrastructure
 - o Option 2 for Device Provisioning
 - o Option 3 for LTE Devices
 - Select Option #1 for Vehicular Subscriber Modems
 - Select Option #2 for Handheld Devices

Via MOL (Motorola OnLine):

- Customers can log into MOL and open technical support and provisioning cases which are placed in the TSO (Technical Support Operations) queue for follow-up
- Customers can send in devices for repair by filling out a Repair Request Form and shipping the devices to the repair depot

