



**PROTECT YOUR INVESTMENT AND ENHANCE YOUR PEACE OF MIND**

# SERVICE FROM THE START FOR LTE DEVICES

## SETTING A NEW STANDARD FOR SERVICE

Every day, you depend on your LTE device to ensure your system users can remain in constant contact – especially in mission critical situations. In these rugged environments, we understand that sometimes accidents happen, which is why you need to be able to minimize device downtime and have a contingency plan to protect against the unexpected so your device can be returned to you as quickly as possible. Service from the Start for LTE devices is a unique service offering that provides the services you need to protect your investment.

## TAILORED TO PROVIDE YOU WITH ULTIMATE COVERAGE

Service from the Start is a bundle of services to protect your LTE device and minimize downtime. The bundle supporting LTE devices is Service from the Start Essential.

### Service from the Start Essential

The Essential bundle will provide you with:

- Normal wear and tear repair coverage
- 3 day repair turnaround time
- Guaranteed response time
- Expert technical support beyond the first year of warranty
- Software defect corrections (Limited to software shipped with the LTE device)

The Service from the Start Essential bundle is backed by Motorola's global integrated services with best-in-class technical support technicians, 900 Motorola Service Providers, and certified repair facilities. Adding Service from the Start Essential to your LTE device provides proactive protection that you can purchase as an option when ordering your device or as an annual service agreement after the initial device purchase. An annual service agreement option when ordering the device or within 30 days of ordering your device.

## REDUCE YOUR RISK

With Service from the Start, you can rest assured that technical support queries are dealt with promptly to help ensure minimal downtime is incurred. Motorola technical experts work with your Motorola partner to isolate, diagnose and resolve potential issues, reducing the risk of the issue escalating.

If your device requires repair, we reduce the risk of your users not being connected by minimizing device downtime. You can quickly initiate a repair request through Motorola OnLine (MOL) and Service from the Start provides you with fast repair turnaround times, getting your device quickly back into operation and allowing your users to communicate.

## SPECIFICATION SHEET

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### LOWER TOTAL COST OF OWNERSHIP

Having Service from the Start means you can budget in advance for your device's maintenance, which removes the concern of having to incur unexpected repair or support costs, resulting in reduced cost of ownership.

Service from the Start allows you to increase operator productivity since Motorola will be responsible for managing the repair and software needs of your devices. With Motorola performing repairs and providing technical support, there is no need to add resources to manage your devices' operations.

### THE SERVICE FROM THE START DIFFERENCE

When you choose Service from the Start, you get first rate response times and access to expert analysts to resolve issues in the quickest possible time. As the designer and

original equipment manufacturer, who better than Motorola to troubleshoot, support and repair Motorola devices?

Our Solutions Support Center is staffed by trained and highly skilled Systems Technologists who specialize in the characterization, diagnosis and swift resolution of network performance issues.

When it comes to repair, your device will be handled by one of Motorola's certified repair technicians. State-of-the-art diagnostics equipment, repair tools, and an extensive inventory of replacement parts help us to provide expert repair on your LTE devices. In addition, Motorola service centers are fully certified to comply with ISO9001 and TL9000 standards using proven, repeatable processes to help ensure your repair is completed right the first time and every time.

For further information about Service from the Start, or any of our services, contact your Motorola sales representative or visit [www.motorolasolutions.com/servicefromthestart](http://www.motorolasolutions.com/servicefromthestart)

### AT-A-GLANCE: SERVICE FROM THE START ESSENTIAL FOR LTE DEVICES

	WARRANTY	SERVICE FROM THE START ESSENTIAL
Coverage Period	1 Year	2 or 3 years with device purchase
Hardware Repair	Manufacturer's Defects Only	Normal wear and tear
Repair Turnaround Time (In-House)	10+ days	3 days
Helpdesk Response Time	Best effort	4 hr response
Shipping	1-way	1-way
Software Maintenance	✓	✓
Remote Technical Support	8x5 (M-F)	8x5 (M-F)

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