

**DIMETRA Express**  
**Warranty**  
**Statement of Work Version**  
**1.5**  
**EMEA Region**

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This Statement of Work (SOW), including all of its subsections and attachments is an integral part of DIMETRA Express Warranty or other signed agreement between Motorola Solutions, Inc. (Motorola) and Partner ("Agreement") and is subject to the terms and conditions set forth in the Agreement.

The DIMETRA Express Warranty covers, Technical Support, Software updates, Anti-virus and Hardware repair. Each of these services are summarised below and expanded upon in the included appendices A, B, C and D. In the event of a conflict between the Sections below and an individual SOW Subsection, the individual SOW Subsection prevails.

### **DIMETRA Express Warranty**

Motorola's DIMETRA Express Warranty is designed to provide Partners with comprehensive support. The Warranty provides technical support, software updates and tested Anti-virus software for a period of three years from shipping from the Motorola Distribution Centre as well as one year Hardware repair for manufacturer defects.

The DIMETRA Express Warranty is delivered through a combination of centralised resources within Motorola Solutions Technical Support Organisation (TSO). The DIMETRA Express Warranty applies to fixed end communications network equipment purchased from Motorola Solutions located at the network core, RF site and dispatch sites. The Essential Warranty does not include mobile or portable devices, or network backhaul.

The DIMETRA Express Warranty is also valid for systems that include the DCX9000 dispatch console software solution and covers the same period of three years.

For DCX9000 implementations that include the display and control of camera video streams, issues relating to cameras are outside the scope of this Warranty.

### **Centralised Service Delivery**

#### **Motorola Solutions Service Desk**

The Motorola Solutions Service Desk (MSD) provides a single point of contact for all Service related items. The Service Desk provides an ingress/egress point for Warranty Requests, Warranty Incidents and changes. All incoming transactions through the MSD are recorded, tracked and updated through the Motorola Customer Relationship Management (CRM) system. Key responsibilities are: Documentation of Partner inquiries, requests, concerns and related tickets. Tracking and resolution of issues, and timely communication with all stakeholders is based on the nature of the incident. The MSD will manage DIMETRA Express Warranty requests received from authorised parties and will coordinate the appropriate response with the Partner and third parties, as necessary.

#### **Technical Support**

Technical Support provides telephone consultation for technical issues that require a high level of DIMETRA Express network experience and troubleshooting capabilities.

Technical Support is delivered through the Motorola Solutions Technical Support Organisation (TSO) by a staff of technical support engineers skilled in diagnosis and swift resolution of infrastructure performance and operational issues. Motorola applies leading industry standards in recording, monitoring, escalating and reporting for Technical Support calls from its contracted Partners, reflecting the importance of maintaining mission critical systems. [Appendix A](#) contains the SOW for Technical Support.

## Software Updates

Software Update Service, is a comprehensive approach to technology sustainment of the DIMETRA Express system. It incorporates software updates aligned with the DIMETRA Express platform lifecycle so the customer's system is maintained at the highest level of support. The Software Update service is a self-installed service providing software required to update the DIMETRA Express system with an equivalent level of functionality.

The Software Updates service provides a complete package of software required to update the DIMETRA Express infrastructure and DCX9000 where appropriate. It helps to plan the future of your network, accommodates changes in technology, operations and User demands by:

- Keeping the System Software current throughout the lifetime of the system.
- Maintaining a current state-of-the-art system with access to the latest features and enhancements.
- Providing access to software repair fixes and performance improvements in between upgrades
- Ensuring the system is always running on supported software
- Allows the capability for feature enhancement and system expansion (RF sites, dispatch positions, network management positions)
- Access to the latest available standard and optional features. (Optional features may require an additional fee for licensing and hardware)

The proposed Self-installed Software Updates will provide software updates that are pre-tested by Motorola and installed by the partner for their customer. Motorola's dedicated vetting lab will pre-test software updates. Once an update is fully tested and ready for deployment in the customer's system, Motorola will post it to a secured extranet website and send an email notification to the customer. If there are any recommended configuration changes, warnings, or workarounds, Motorola will provide detailed documentation, along with the updates.

Implementation services can also be requested at an additional cost. [Appendix B](#) contains the SOW for Software Updates.

## Security Updates- Anti-Virus

Motorola maintains a dedicated vetting lab for each supported DIMETRA release for the purpose of pre-testing security updates. In some cases, when appropriate, Motorola will make the updates available to outside vendors, allow them to test, and then incorporate those results into this offering. Once tested, Motorola posts the updates to a secured extranet website and sends an email notification to the customer. If there are any recommended configuration changes, warnings, or workarounds, Motorola will provide detailed documentation along with the updates on the website.

Security updates will be provided for DCX9000 where applicable.

[Appendix C](#) contains the SOW for Security Updates.

## **Network Hardware Repair**

Motorola provides a manufacturer defect hardware repair service for all of the DIMETRA infrastructure equipment supplied by Motorola (DIMETRA Express Server (ICS) & Base Stations). The Motorola authorised Repair Centre manages and performs the repair of Motorola supplied equipment as well as coordinating the equipment repair logistics process. [Appendix D](#) contains the SOW for Network Hardware Repair.

An option to purchase an additional 2 year hardware repair service is available. Contact your Channel account manager for further information.

Network Hardware Repair is not available for DCX9000 Server or Client hardware.

For DCX9000 implementations that include the display and control of camera video streams, camera repairs are outside the scope of this Warranty.

## **Network Hardware Repair with Advanced Replacement - Optional**

Network Hardware Repair with Advanced Replacement is a purchasable option under which Motorola will provide the Customer with an advanced replacement unit(s) as they are available in exchange for Customer's malfunctioning equipment. Malfunctioning equipment will be evaluated and repaired by the Motorola Repair Centre and returned to the centre's field replacement unit (FRU) inventory upon completion of repair. A list of FRUs that qualify for Advanced Replacement can be obtained from the Customer Support Manager (CSM).

Network Hardware Repair with Advanced Replacement is not available for DCX9000 Server or Client hardware.

For DCX9000 implementations that include the display and control of camera video streams, camera repairs are outside the scope of this Network Hardware Repair with Advanced Replacement.

[Appendix E](#) contains the SOW for Advanced Replacement.

## **On Site Technical Support - Optional**

Motorola System Engineer Support provides the ability to schedule two or three continuous days of on-site technical assistance (excluding travel) from a Motorola System Technical Engineer (STE). This Motorola STE will be available to a partner or customer to assist on implementation and post-implementation services). [Appendix F](#) contains the SOW for On Site Technical Support.

## APPENDICES:

### Appendix A: Technical Support Statement of Work

Motorola's Technical Support service provides telephone consultation for technical issues that require a high level of DIMETRA Express network knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola Technical Support Organisation (TSO) by technical support engineers skilled in diagnosis and swift resolution of infrastructure performance and operational issues.

Motorola applies leading industry standards in recording, monitoring, escalating and reporting for Technical Support calls from its contracted Customers, reflecting the importance of maintaining business critical systems.

#### 1.0 Description of Technical Support Services

Motorola Solutions TSO's primary goal is Customer Issue Resolution (CIR), providing Incident Restoration and Service Request Fulfilment on Motorola's currently supported infrastructure. This team of highly skilled, knowledgeable, and experienced engineers is available to the Partner as an integrated part of the support and technical issue resolution process. The TSO remotely supports the Partner and works with, but not limited to fault diagnostics tools, simulation networks and fault database search engines.

Calls requiring incidents or service requests will be logged in Motorola's Customer Relationship Management (CRM) system. This helps ensure that technical issues are prioritised, updated, tracked and escalated as necessary, until resolution. Technical Support Operations assigns the priority level in accordance with the agreed [Priority Level Definitions](#) stated in this document.

Motorola will track the progress of each case from initial capture to resolution. Motorola will advise and inform the Partner of the case progress and tasks that require further investigation and assistance from the Partner's technical resources.

To analyse faults, Motorola specialist engineers may need to connect remotely and access both system-wide and subset elements of the System. Permission for such remote access will be requested to the Partner and it will be at the Partner's discretion whether this access is granted. If granted, then the Partner will be responsible to ensure that remote access is available to Motorola. If the Partner chooses not to provide the requested access then it is the Partner's understanding that this could affect incident resolution.

If remote connection cannot be established or delivered, where applicable, to enable the Motorola Technical Engineer to assist with a solution to resolve the incident, the TSO will request the Partner to provide defined system logs. It is at the Partner's discretion on whether to provide such information, however if the Partner chooses not to provide the requested information then it is the Partner's understanding that this could affect incident resolution.

This service requires the Partner to provide a suitably trained technical resource that delivers maintenance and support to the Partner's Customer system, and who is familiar with the operation of that system. Motorola provides technical engineers to remotely support the local resource in the timely closure of infrastructure, performance and operational issues.



## 1.1 Scope

Technical Support is available in accordance with [Response Time Goals](#).

## 1.2 Inclusions

Technical Support service will be delivered on Motorola sold infrastructure including integrated 3<sup>rd</sup> party products.

## 1.3 Limitations and Exclusions

The following activities are outside the scope of the Technical Support service, some are however available as an option. Contact the CSM for optional services that are available to remote Technical Support customers at an additional cost:

- 1.3.1 Emergency on-site visits required to resolve technical issues that cannot be resolved with the TSO working remotely with the local Partner technical resource.
- 1.3.2 Third party support for equipment not sold by Motorola.
- 1.3.3 System installations, upgrades, and expansions.
- 1.3.4 Partner training.
- 1.3.5 Hardware repair and/or exchange.
- 1.3.6 Network security services.
- 1.3.7 Network transport management.
- 1.3.8 Issues relating to cameras.
- 1.3.9 Motorola services not included in this statement of work.
- 1.3.10 Once the Software running on the infrastructure has been deemed end of life, the remote technical support service will be limited to Incident Restoration only. There will be no root cause analysis offered or available for Incidents or Technical Requests. Root cause analysis is defined as a method of problem solving that tries to identify the root causes of faults or problems. A root cause is a cause that once removed from the problem fault sequence, prevents the final undesirable event from recurring in the future.

## 1.4 Motorola has the following responsibilities:

- 1.4.1 Provide technical support for the three year duration of the DIMETRA Express Warranty
- 1.4.2 Provide availability to the Motorola Solutions Service Desk, 24 hours a day, 7 days a week to respond to Customer requests for support, in accordance with the [Response Time Goals](#) and [Priority Level Definitions](#) sections of this document.
- 1.4.3 Where necessary and when a connection is provided, dial into the DIMETRA Express system to analyse faults.
- 1.4.4 Where necessary, if remote access cannot be achieved provide a list of system logs that would be required to remotely diagnose a reported incident.
- 1.4.5 Provide caller a plan of action outlining additional requirements, activities or information required to achieve restoral/fulfilment.
- 1.4.6 Maintain communication with the Partner in the field as needed until resolution of the case.
- 1.4.7 Coordinate technical resolutions with agreed upon third party vendors, as needed.
- 1.4.8 Manage functionally escalated support issues to additional Motorola technical resources, as applicable.



- 1.4.9 Determine, at its sole discretion, when a case requires more than the Technical Support services described in this SOW and notify Partner of an alternative course of action.

**1.5. The Partner has the following responsibilities:**

- 1.5.1 Ensure that the system is operating on a supported software release before raising an incident. Software is supported for a period of 1 year following release.
- 1.5.2 Contact the Motorola Solutions Service Desk in order to engage the Technical Support service, providing the necessary information for proper entitlement services. Including but not limited to the name of contact, name of Partner, system ID number, site(s) in question, Serial numbers of the affected equipment and brief description of the problem including pertinent information for initial issue characterisation.
- 1.5.3 Maintain suitable trained technical resources that provide field maintenance and technical maintenance services to the system, and who are familiar with the operation of that system.
- 1.5.4 Where possible provide remote access to enable remote diagnostics.
- 1.5.5 If remote connection cannot be established or delivered, where applicable, at the discretion of the Partner, provide system logs, defined by the TSO, to enable the Motorola Technical Engineer to assist with a solution for on-site incident resolution.
- 1.5.6 Supply suitably skilled and trained on-site presence when requested by the TSO.
- 1.5.7 Validate issue resolution prior to close of the case in a timely manner.
- 1.5.8 Acknowledge that cases will be handled in accordance with the [Priority Level Definitions](#) and [Response Time Goals](#) sections of this document.
- 1.5.9 Cooperate with Motorola Solutions and perform all acts that are reasonable or necessary to enable Motorola Solutions to provide the Technical Support
- 1.5.10 Obtain at Partner's cost all third party consents or licenses required to enable Motorola Solutions to provide the Service.
- 1.5.11 Ensure that the system (DIMETRA Express, base stations and dispatch solution - including DCX9000 where applicable) is installed, configured and commissioned.





## 1.6 Priority Level Definitions

The following definitions will be used to determine the maximum response times:

Incident Priority	Incident Definition
<b>Critical P1</b>	<p>This is defined as a failure that causes the system and/or infrastructure a loss of voice functionality and no work-around or immediate solution is available.</p> <p>Examples of this include the following:</p> <ul style="list-style-type: none"><li>• 33% of call processing resources impaired</li><li>• DIMETRA Express Server outage</li><li>• Remote Site severed</li></ul>
<b>High P2</b>	<p>This is defined as a fault that causes the system to operate with a continuous reduction in capacity or functionality of core services (core services consist of: voice, data or network management).</p> <p>Examples of this include the following:</p> <ul style="list-style-type: none"><li>• Less than 33% of call processing resources impaired</li><li>• Failure of a single redundant component</li></ul>
<b>Medium P3</b>	<p>This is defined as a fault which reduces the functionality, efficiency or usability of core services (voice, data and network management) and there is a viable work-around in place. Examples of this include the following:</p> <ul style="list-style-type: none"><li>• Intermittent faults that are infrequent and minor impact to core services</li><li>• Statistical reporting problems</li></ul>
<b>Low P4</b>	<p>Issues that fall into this category are: Faults resulting in minor functions or features being unsupported or unreliable in ways that are not noticeable to the user.</p> <p>Faults that have no impact in how the user perceives the system to work, cosmetic issues. Examples of this include the following:</p> <ul style="list-style-type: none"><li>• Request for information Root cause analysis on a recovered failure</li><li>• Assistance with routine or planned maintenance, upgrades to a system.</li></ul> <p>Cosmetic faults</p>



## 1.7 Response Time Goals

The response times are based on the defined priority levels as follows:

Incident Priority	Initial Response Time
<b>Critical P1</b>	A Motorola Solutions TSO Technical Engineer will make contact with the Partner technical representative within one (1) hour of the request for support being logged in the issue management system. Continual effort will be maintained to restore the system or provide a workaround resolution. 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM UK time, excluding UK public holidays.
<b>High P2</b>	A Motorola Solutions TSO Technical Engineer will make contact with the Partner technical representative within four (4) hours of the request for support being logged at the issue management system. Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM UK time, excluding UK public holidays.
<b>Medium P3</b>	A Motorola Solutions TSO Technical Engineer will make contact with the Partner technical representative within the next business day of the request for support being logged at the issue management system. Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM UK time, excluding UK public holidays.
<b>Low P4</b>	A Motorola Solutions TSO Technical Engineer will make contact with the Customer technical representative within seven business days of the logged request for support at the issue management system. Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM UK time, excluding UK public holidays.

## Appendix B: Software Updates Statement of Work

Software Update is a comprehensive approach to technology sustainment of the DIMETRA Express system and aligns our Customers systems with the DIMETRA Express platform lifecycle, offering the ability to keep their system current. The scope of a Software Update is designed to keep your system protected and operating optimally through carefully programmed software releases

### 1.0 Description of Service

As system releases become available, Motorola agrees to provide the Partner with software necessary to maintain their DIMETRA Express system at an exceptional level of support. DIMETRA Express system updates, improve system functionality/operation and extend the useful life of the network.

This service includes Motorola software required to maintain the partner's Customer's DIMETRA Express system at the latest software release.

DIMETRA Express system releases are intended to improve the system functionality and operation from previous releases and may, at Motorola's discretion, include some minor enhancements to currently offered features or significant new feature enhancements that Motorola may offer for purchase.

### 1.1 Scope

- 1.1.1 This service includes Motorola software to maintain supportability. All software updates are pre-tested by Motorola's dedicated vetting lab. Software updates may also include feature enhancements. At Motorola's option, feature enhancements may be offered for purchase.
- 1.1.2 The DIMETRA Express system release software covers the following INFRASTRUCTURE products (and associated peripheral infrastructure software):
  - DIMETRA Express Server (ICS)
  - MTS Base stations
  - DCX9000 dispatch solution (if applicable)
- 1.1.3 The parties agree that this agreement only covers those items expressly stated above. There is no coverage on any additional software or hardware products unless specifically described in this agreement. Motorola may, at its sole discretion, choose to include coverage for other items.
- 1.1.4 The DIMETRA Express Software Updates do not cover all products. Refer to section 1.2 for exclusions and limitations.

### 1.2 Exclusions and Limitations

This agreement applies only to system release versions within the DIMETRA Express platform. Systems with non-standard configurations that have not been certified by Motorola Systems Integration Testing, are specifically excluded from this Service and unless otherwise agreed in writing by Motorola and included in this SOW will invalidate the Essential Warranty.

- 1.2.1 Partners/Customers agree to follow all installation and security guidelines set forth by Motorola Solutions. Failing this, Motorola Solutions may charge additional fees to configure the software and hardware in the non-standard implementation.



- 1.2.2 This agreement does not cover any hardware or software supplied to the Partner when purchased directly from a third party, unless specifically included in this SOW.
- 1.2.3 This agreement does not cover software support for unauthorised modifications or other misuse of the covered software.
- 1.2.4 Updates for equipment add-ons or expansions during the term of this DIMETRA Express agreement are not included in the coverage of this SOW unless the items are under their own warranty or service package, or agreed to in writing by Motorola Solutions and Partner.
- 1.2.5 DIMETRA Express software updates do not cover software support for virus attacks or other applications that are not part of the DIMETRA Express system, or unauthorised modifications or other misuse of the covered software. Motorola Solutions is not responsible for management of anti-virus or other security applications (such as Norton).
- 1.2.6 Implementation of Software Updates is not included in this agreement and an additional charge will be applied if the Customer requires this service. Implementation services, if requested, are only available to install the Software on the elements described in 1.1.2 of this document and before implementation can commence, it must be agreed between the Partner and Motorola Solutions that all equipment listed in 1.1.2 is in full operational order. Any required fault finding or correction of issues arising from the incorrect preparation or installation, or faulty system hardware, before or during the field implementation of an update will not be covered by this agreement.
- 1.2.7 The parties acknowledge and agree that the release software updates do not cover the following products:
- Routers
  - Switches
  - Third Party Dispatch Consoles (other than DCX9000)
  - CAD
  - Genesis Products
  - Point-to-point products such as microwave terminals and association multiplex equipment
  - Any products that are not covered in this SoW and deemed by Motorola Solutions as not part of this service.

## **2. Responsibilities**

### **2.1 Motorola Solutions' responsibilities**

- 2.1.1 Whilst supported provide Software updates for the three year duration of the DIMETRA Express Warranty
- 2.1.2 Notification of availability new Software Updates
- 2.1.3 As system releases become available, Motorola Solutions agrees to make all software updates and any required licenses that the partner is entitled to, available to the Partner/Customer for their DIMETRA Express system.
- 2.1.4 Provide an extranet site for partners to download the latest software releases.



## **2.2 Partner Responsibilities**

- 2.2.1 Cooperate with Motorola Solutions and perform all acts that are reasonable or necessary to enable this service to be provided.
- 2.2.2 Download the software update and ensure that all necessary software licenses are in place.
- 2.2.3 Purchase any hardware and labour needed to implement system release software update.

## **3.0 Special provisions**

DIMETRA Express software update coverage and the parties' responsibilities described in this Statement of Work will automatically terminate if Motorola Solutions no longer supports the DIMETRA Express software version in the Partner/Customer's system or discontinues the DIMETRA Express software updates program.

## Appendix C: Security Updates Statement of Work

Untested security patches have the ability to affect system performance, therefore it is critical that all security patches are placed through validation testing prior to their application in to an operational DIMETRA Express system.

As third party security patches are released to address security vulnerabilities, Motorola Solutions via, their dedicated information assurance (IA) labs, provide extensive validation testing on all security patches before they are released to the customer. This therefore maximises the confidentiality, integrity and availability of the DIMETRA Express solution.

Security Updates for the DCX9000 dispatch solution are provided by a third party, but are made available via Motorola Solutions to entitled customers.

### 1.0 Description of Security Update Service (SUS)

Motorola Solutions maintains a dedicated information assurance lab to test and validate security updates. Motorola Solutions deploys and tests in the lab to check for and prevent potential service degradation.

Motorola Solutions releases tested, compatible security updates for download and installation. Once security updates are verified by the SUS team, Motorola Solutions uploads them to a secure website and sends a release notification email to the Customer contact to inform them the security update release is available. If there are any recommended configuration changes, warnings, or workarounds, the SUS team will provide documentation with the security updates on the secure website.

The Customer is responsible for downloading, updating and installing them on applicable components, and rebooting updated components if necessary.

### 1.1 Scope

DIMETRA Express SUS includes pretested security updates for the software listed in Table 1 Update Cadence. Motorola Solutions delivers these security updates for installation by the Customer. This table also describes the release cadence for security updates.

**Table 1: Update Cadence**

Software	Update Release Cadence
ESET Antivirus Definition Files	Weekly

### Inclusions

DIMETRA Express SUS supports the current Motorola Solutions DIMETRA Express system release. Motorola Solutions reserves the right to determine which releases are supported as business conditions dictate. Additional charges may apply in the event of supporting older releases. Contact Motorola Solutions' assigned Customer Support Manager ("CSM") for the latest supported releases.



## 1.2 Motorola Solutions Responsibilities

Motorola Solutions has the following responsibilities:

- 1.2.1 Review relevant and appropriate antivirus updates released by the Original Equipment Manufacturer ("OEM") vendor.
- 1.2.2 Release tested and verified antivirus updates to Motorola Solutions' secure website.
- 1.2.3 Publish documentation for installation, recommended configuration changes, any identified issue(s), and remediation instructions for each security update release.
- 1.2.4 Send notifications by email when security updates are available to download from the secure website.

## 1.3 Limitations and Exclusions

- 1.3.1 Systems with non-standard configurations that have not been certified by Motorola Solutions' Systems Integration and Test ("SIT") team are specifically excluded from this service, unless otherwise agreed in writing by Motorola Solutions.
- 1.3.2 Interim or unplanned releases outside the supported release cadence.
- 1.3.3 Service does not include pretested intrusion detection system ("IDS") signature updates for IDS solutions.
- 1.3.4 Motorola Solutions product updates are not included in this service.
- 1.3.5 Operating System patches are not included in this service.
- 1.3.6 Shared network infrastructure firmware, such as transport and firewall firmware are not included in these services.
- 1.3.7 Motorola Solutions does not represent that it will identify, fully recognize, discover, or resolve all security events or threats, system vulnerabilities, malicious codes or data, backdoors, or other system threats or incompatibilities as part of the service, or that the agreed upon cadence/time of delivery will be sufficient to identify, mitigate or prevent any cyber incident.

## 1.4 Customer Responsibilities:

The customer has the following responsibilities.

- 1.4.1 Post commissioning of the system, the Customer is required to register for the service by sending an email to [dimetrasusadmin@motorolasolutions.com](mailto:dimetrasusadmin@motorolasolutions.com). The SUS team will share a Google form to capture the system and contact information, prior to issuing the antivirus licence. If this is not completed Motorola Solutions is unable to provide this service.
- 1.4.2 Update Motorola Solutions with any changes in contact information, specifically for authorized users of Motorola Solutions' secure website.
- 1.4.3 Provide means for accessing Motorola Solutions' secure website to collect the pretested files
- 1.4.4 Download and apply only to the Customer's system as applicable, based on the Customer Agreement and the scope of the purchased service. Distribution to any other system or user other than the system/user contemplated by the Customer of this agreement is not permitted.
- 1.4.5 Implement Motorola Technical Notices ("MTN") to keep the system current and patchable.
- 1.4.6 Deploy the pretested files to the Customer's system as instructed in the "Read Me" text provided on the secure website.
- 1.4.7 When a security update requires a reboot, reboot servers and workstations after security updates are installed. Microsoft Windows servers and workstations often need to be rebooted before security updates take full effect and mitigate vulnerabilities.



- 1.4.8 Adhere closely to the Motorola Solutions Centralized Managed Support Operations (“CMSO”) troubleshooting guidelines provided upon system acquisition. Failure to follow CMSO guidelines may cause the Customer and Motorola Solutions unnecessary or overly burdensome remediation efforts. In such cases, Motorola Solutions reserves the right to charge an additional fee for the remediation effort.
- 1.4.9 Upgrade system to a supported system release when needed to continue service. Contact Motorola Solutions’ assigned CSM for the latest supported releases.
- 1.4.10 Comply with the terms of applicable license agreements between the Customer and non-Motorola Solutions software copyright owners.

## **1.5 Disclaimer**

This service tests OEM security updates. Delivering security updates for specific software depends on OEM support for that software. If an OEM removes support (e.g. end-of-life) from deployed software, Motorola Solutions may work with the OEM to reduce the impact, but may remove support for the affected software from this service without notice.

OEMs determine security update schedules, supportability, or release availability without consultation from Motorola Solutions. Motorola Solutions will obtain and test security updates when they are made available, and incorporate those security updates into the next appropriate release.

All security updates are important. This service is intended to balance the security and compatibility of tested updates with agreed upon time/cadence of delivery. Customer assumes the risk of this inherent trade-off.

Motorola Solutions disclaims any and all warranties with respect to pre-tested antivirus definitions, database security updates, hypervisor patches, operating system software patches, intrusion detection sensor signature files, or other 3rd party files, express or implied. Further, Motorola Solutions disclaims any warranty concerning the non-Motorola Solutions software and does not guarantee that customer’s system will be error-free or immune to security breaches as a result of these services.



## Appendix D: Hardware Repair Statement of Work

Motorola Essential warranty provides a **one year Manufacturers defect hardware repair service** for all of the Motorola supplied infrastructure equipment. The Motorola Solutions authorised Repair Depot manages and performs the repair of Motorola supplied equipment as well as coordinating the equipment repair logistics process. If the **optional** hardware repair service has been purchased at point of equipment sale, then the Hardware repair duration will be extended to align with the full duration of the DIMETRA Express Warranty.

The Hardware Repair service is not available for the DCX9000 server or client hardware or for camera hardware where implementations include the display and control of camera video streams.

### 1.0 Description of Services

Infrastructure components are repaired at a Motorola Repair Service Centres. At Motorola Solutions' discretion, select third party Infrastructure may be sent to the original equipment manufacturer or third party vendor for repair.

#### 1.1 Scope

Repair authorisations are obtained by contacting the Motorola Services Desk which is available 24 hours a day, 7 days a week or by emailing [repair.emea@motorolasolutions.com](mailto:repair.emea@motorolasolutions.com).

#### 1.2 Inclusions

Hardware Repair is available on Motorola Solutions'-sold communication systems which may include some aspect of third party hardware and software. Motorola Solutions will make a "commercially reasonable effort" to repair Motorola Solutions manufactured infrastructure products for seven years after product cancellation.

The Hardware Repair for Systems applies to Motorola Solutions supplied Field Replacement Units (FRU) which covers the Central Network Equipment, Dispatch and Site equipment subsystems. A Field Replaceable Unit (FRU) is the minimum subset part that can be replaced or changed out within radio communications systems in the field. The cycle time for repairs for the DIMETRA Express Warranty is typically 20 business days - defined as in-house repair time - and excludes any transportation time.

#### 1.3 Exclusions

If the infrastructure has been cancelled and following commercially reasonable effort to repair is no longer supported by Motorola Solutions, the original equipment manufacturer or a third party vendor, Motorola Solutions may return said equipment to the Partner without repair or replacement. The following items are excluded from Hardware Repair:

- 1.3.1 All Motorola Solutions manufactured infrastructure hardware more than seven (7) years from product cancellation date.
- 1.3.2 All third-party hardware equipment supplied by Motorola Solutions, more than the support period highlighted in the Original Equipment Manufacturers (OEMs) stated cancellation policy which will be announced by Motorola Solutions on product cancellation
- 1.3.3 All broadband infrastructure three (3) years from product cancellation date
- 1.3.4 Defects occurred due to wear and tear



- 1.3.5 Physically damaged infrastructure including water ingress and lightning damage or where it is used outside its published environmental or performance specifications.
- 1.3.6 Third party equipment not sold or shipped by Motorola Solutions
- 1.3.7 Consumable items including, but not limited to, batteries, connectors, cables, toner/ink cartridges, tower lighting, laptop computers, monitors, keyboards and mouse.
- 1.3.8 Infrastructure backhaul such as, Antennas, Antenna Dehydrator, Microwave, Line Boosters, Amplifier, Data Talker Wireless Transmitter, Short haul modems, UPS
- 1.3.9 Test equipment..
- 1.3.10 Racks, furniture and cabinets.
- 1.3.11 Firmware and/or software updates.
- 1.3.12 Non-standard configurations, Partner-modified infrastructure and certain third party infrastructure.
- 1.3.13 DCX9000 server and client hardware.
- 1.3.14 Camera hardware

#### **1.4 Motorola Solutions has the following responsibilities:**

- 1.4.1 Enable Partner access to the Motorola Solutions Service Desk, operational 24 hours a day, 7 days per week, to create requests for repair service.
- 1.4.2 Provide repair return authorisation numbers when requested by Partner.
- 1.4.3 Receive malfunctioning infrastructure from Partner and document its arrival, repair and return.
- 1.4.4 Perform the following service on Motorola Solutions infrastructure:
  - 1.4.4.1 Perform an operational check on the infrastructure to determine the nature of the problem.
  - 1.4.4.2 Replace malfunctioning Field Replacement Units (FRU) or components.
  - 1.4.4.3 Verify that Motorola Solutions infrastructure is returned to Motorola Solutions manufactured specifications, as applicable.
  - 1.4.4.4 Perform a box unit test on all serviced infrastructure.
  - 1.4.4.5 Perform a system test on select infrastructure.
- 1.4.5 Provide the following service on select third party infrastructure:
  - 1.4.5.1 Perform pre-diagnostic and repair services to confirm infrastructure malfunction and eliminate the possibility of sending infrastructure with no trouble found (NTF) to third party vendor for repair, when applicable. Ship malfunctioning infrastructure components to the original equipment manufacturer or third party vendor for repair service, when applicable.
  - 1.4.5.2 Track infrastructure sent to the original equipment manufacturer or third party vendor for service.
  - 1.4.5.3 Perform a post-test after repair by Motorola, original equipment manufacturer, or third party vendor to confirm malfunctioning infrastructure has been repaired and functions properly in a Motorola system configuration, when applicable.



- 1.4.6 Provide the following for Motorola and Third Party Infrastructure
  - 1.4.6.1 If the Infrastructure repair depot determines that the malfunctioning infrastructure is due to a software defect, the repair depot reserves the right to reload infrastructure with a similar software version.
  - 1.4.6.2 Properly package repaired infrastructure.
  - 1.4.6.3 Ship repaired infrastructure to the Partner specified address during normal operating hours of Monday through Friday 7:00am to 7:00pm CET, excluding public holidays. FRU will be sent two-day air service unless otherwise requested. Motorola will pay for such shipping, unless the Partner requests shipments outside of the above mentioned standard business hours and/or carrier programs, such as NFO (next flight out). In such cases, Customer will be responsible for payment of shipping and handling charges
  - 1.4.6.4 Motorola Solutions will pay for one way return transportation from Motorola Solutions to the Partner. Motorola Solutions are not responsible for any additional costs and risks associated with this transportation, including any fees incurred due to customs, duties and taxes
- 1.5 **The Partner has the following responsibilities:**
  - 1.5.1 Contact the Motorola Solutions Service Desk (MSD) and request a return authorisation number prior to shipping malfunctioning infrastructure.
  - 1.5.2 Provide model description, model number and serial number, type of system, software and firmware version, system ID, symptom of problem, and address of site location for FRU or infrastructure and any other additional information requested by Motorola Solutions.
  - 1.5.3 Indicate if infrastructure or third party infrastructure being sent in for service was subjected to physical damage or lightning damage.
  - 1.5.4 Follow Motorola Solutions instructions regarding inclusion or removal of firmware and software applications from infrastructure being sent in for service.
  - 1.5.5 Provide Partner purchase order number to secure payment for any costs described herein that are outside the scope of the existing Essential Warranty Agreement between Motorola Solutions and Partner to which this SoW is attached.
  - 1.5.6 Properly package and ship the malfunctioning FRU, at Partner's expense. Partner is responsible for properly packaging the malfunctioning infrastructure FRU to ensure that the shipped infrastructure arrives un-damaged and in repairable condition.
    - 1.5.6.1 Clearly print the return authorisation number on the outside of the packaging.
    - 1.5.6.2 Within the packaging of the returned product include a documented report of all errors with enough detail to permit Motorola Solutions to reproduce the error, and also assist Motorola Solutions with recreating and diagnosing each error.
  - 1.5.7 Where applicable, maintain versions and configurations for software/applications and firmware to install repaired equipment.



- 1.5.8 Where applicable, provide Motorola Solutions with proper software/firmware information to reprogram equipment after repair unless current software has caused this malfunction.
- 1.5.9 Cooperate with Motorola Solutions and perform all acts that are reasonable or necessary to enable Motorola Solutions to provide the infrastructure repair services to the Partner.
- 1.5.10 Obtain at Partner's cost, all third party consents or licenses required to enable Motorola Solutions to provide the Service.
- 1.5.11 The Partner is responsible for shipping the defective unit to Motorola Solutions and is responsible for any additional costs and risks associated with this transportation, including any fees incurred due to customs, duties and taxes.

**Shipping Responsibilities:**

Service	Advance Replacement Contract Shipping Charges
Exchanges Motorola Solutions Carrier ( Inbound to Motorola)	Partner
Exchanges Motorola Solutions Carrier (Outbound to Partner)	Motorola Solutions
Exchanges Shipping outside of standard business hours (Outbound to Partner)	Partner
Exchanges Non-Motorola Solutions carrier (Outbound and Inbound to Partner)	Partner

\*Motorola Solutions shipping carriers – DHL Global & Courier, TNT and Schenker

## **Appendix E: Network Hardware Repair with Advanced Replacement - Optional**

Network Hardware Repair with Advanced Replacement is a repair exchange service for Motorola and select third party infrastructure supplied by Motorola. When available, Motorola will provide the Partner/Customer with an advanced replacement unit(s) in exchange for Partner/Customer's malfunctioning equipment. Malfunctioning equipment will be evaluated and repaired by the Motorola Repair Centre and returned to the centre's FRU inventory upon completion of repair. A list of Field Replacement Units that qualify for Advanced Replacement can be obtained from the Customer Support Manager (CSM).

Network Hardware Repair with Advanced Replacement service is not available for the DCX9000 server or clients, or for cameras hardware where implementations include the display and control of camera video streams.

The Motorola Repair Centre manages and performs the repair of Motorola supplied equipment as well as coordinating the equipment repair logistics process.

The terms and conditions of this Statement of Work (SoW) are an integral part of Motorola's Service Agreement or other applicable agreement to which it is attached and made a part thereof by this reference.

### **1.0 Description of Services**

Infrastructure components are repaired at a Motorola authorised Repair Centre. At Motorola's discretion, select third party infrastructure may be sent to the original equipment manufacturer or third party vendor for repair.

#### **1.1 Scope**

Repair authorisations are obtained by contacting the Motorola Services Desk which is available 24 hours a day, 7 days a week or by emailing [repair.emea@motorolasolutions.com](mailto:repair.emea@motorolasolutions.com).

#### **1.2 Inclusions**

Network Hardware Repair with Advanced Replacement is available on Motorola sold infrastructure including integrated 3<sup>rd</sup> party products. Motorola will make a "commercially reasonable effort" to repair Motorola manufactured infrastructure products for seven (7) years after product cancellation.

The Hardware Repair for Systems applies to Field Replacement Units (FRU) which covers the Central Network Equipment, Dispatch and Site equipment subsystems. A Field Replaceable Unit (FRU) is the minimum subset part that can be replaced or changed out within radio communications systems in the field.

#### **1.3 Exclusions**

If infrastructure is no longer supported by either Motorola, the original equipment manufacturer, or a third party vendor, as applicable, Motorola may return said equipment to the customer without repair or replacement. The following items are excluded from Network Hardware Repair with Advanced Replacement:

- 1.3.1 All Motorola infrastructure hardware over seven (7) years from product cancellation date.



- 1.3.2 All third-party hardware equipment supplied by Motorola, more than the support period highlighted in the Original Equipment Manufacturers (OEMs) stated cancellation policy which will be announced by Motorola on product cancellation
- 1.3.3 All broadband infrastructure three (3) years from product cancellation date
- 1.3.4 Physically damaged infrastructure including water ingress and lightning damage or where it is used outside its published environmental or performance specifications.
- 1.3.5 Third party equipment not shipped by Motorola.
- 1.3.6 Consumable items including, but not limited to, batteries, connectors, cables, toner/ink cartridges, tower lighting, laptop computers, monitors, keyboards and mouse.
- 1.3.7 Video retrieval from digital in-car video equipment.
- 1.3.8 Infrastructure backhaul such as, Antennas, Antenna Dehydrator, Microwave, Line Boosters, Amplifier, Data Talker Wireless Transmitter, Short haul modems, UPS
- 1.3.9 Test equipment.
- 1.3.10 Racks, furniture and cabinets.
- 1.3.11 Non-standard configurations, Partner-modified infrastructure and certain third party infrastructure are excluded from advanced replacement service.
- 1.3.12 Firmware and/or software upgrades.
- 1.3.13 DCX9000 server and client hardware
- 1.3.14 Camera hardware
- 1.4 Motorola has the following responsibilities:**
  - 1.4.1 Enable Partner access to the Motorola Service Desk (MSD) which is operational 24 hours a day, 7 days per week, to create requests for advanced replacement service.
  - 1.4.2 Via the Customer Support Manager (CSM), provide a list of Field replacement Units that qualify for Advanced Replacement.
  - 1.4.3 Use commercially reasonable efforts to maintain FRU inventory on supported platforms.
  - 1.4.4 Provide new or reconditioned FRU's to the Partner, upon request and subject to availability. The FRU will be of similar equipment and version, and will contain equivalent boards and chips, as the Partner/Customer's malfunctioning FRU.
  - 1.4.5 Package and ship Advance Exchange FRU from the FRU inventory to Partner specified address.
    - 1.4.5.1 During normal operating hours of Monday through Friday 7:00am to 7:00pm CET, excluding holidays, FRU will be shipped from Motorola as soon as possible depending on stock availability and configuration requested. Motorola will pay for the shipping to the Partner, unless Partner requests shipments outside of standard business hours and/or carrier programs, such as weekend or next flight out (NFO) shipment. In such cases, Partner will be responsible for shipping and handling charges.
    - 1.4.5.2 When sending the advanced replacement FRU to Partner, provide a return air bill in order for Partner to return the customer's malfunctioning FRU. The Customer's malfunctioning FRU will become property of the Motorola repair depot or select third party and the Partner will own the advanced replacement FRU.
    - 1.4.5.3 In the Essential Package Motorola will pay for inbound and outbound shipping charges. Motorola will repair and return the Partner/Customer's FRU Refer to [Shipping Responsibilities](#) for shipping details. Motorola will not be held responsible for any additional costs and risks associated with this transportation, including any fees incurred due to customs, duties and taxes



- 1.4.6 Provide repair return authorization number upon Partner request for Infrastructure that is not classified as an advanced replacement FRU.
- 1.4.7 Provide a repair Return Authorization (RA) number so that the returned FRU can be repaired and returned to FRU stock.
- 1.4.8 Receive malfunctioning FRU from Partner, carry out repairs and testing and return it to the FRU stock
- 1.4.9 Receive malfunctioning infrastructure from Partner and document its arrival, repair and return.
- 1.4.10 Perform the following service on Motorola infrastructure:
  - 1.4.10.1 Perform an operational check on the infrastructure to determine the nature of the problem.
  - 1.4.10.2 Replace malfunctioning Field Replacement Units (FRU) or components.
  - 1.4.10.3 Verify that Motorola infrastructure is returned to Motorola manufactured specifications, as applicable
  - 1.4.10.4 Perform a box unit test on all serviced infrastructure.
  - 1.4.10.5 Perform a system test on select infrastructure.
- 1.4.11 Provide the following service on select third party infrastructure:
  - 1.4.11.1 Perform pre-diagnostic and repair services to confirm infrastructure malfunction and eliminate sending infrastructure with no trouble found (NTF) to third party vendor for repair, when applicable.
  - 1.4.11.2 Ship malfunctioning infrastructure components to the original equipment manufacturer or third party vendor for repair service, when applicable.
  - 1.4.11.3 Track infrastructure sent to the original equipment manufacturer or third party vendor for service.
  - 1.4.11.4 Perform a post-test after repair by Motorola, to confirm malfunctioning infrastructure has been repaired and functions properly in a Motorola system configuration, when applicable.

## **1.5 The Partner has the following responsibilities:**

- 1.5.1 Contact the Motorola service desk (MSD) and request a return authorisation number prior to shipping malfunctioning infrastructure or third party infrastructure named in the applicable attached exhibit.
- 1.5.2 Provide model description, model number and serial number, type of system and firmware version, software options, symptom of problem and address of site id for FRU or infrastructure.
- 1.5.3 Indicate if FRU or third party FRU being sent in for service was subjected to physical damage or lightning damage.
- 1.5.4 Follow Motorola instructions regarding inclusion or removal of firmware and software applications from infrastructure being sent in for service.
- 1.5.5 Provide Partner purchase order number to secure payment for any costs described herein.
- 1.5.6 Pay for shipping of Advanced Replacement from Motorola Repair Centre if customer requested shipping outside of standard business hours or carrier programs. See [Shipping Responsibilities](#).
- 1.5.7 Properly package and ship the malfunctioning FRU using the pre-paid air-bill that arrived with the advanced replacement FRU. Partner is responsible for properly packaging the malfunctioning infrastructure FRU to ensure that the shipped infrastructure arrives un-damaged and in repairable condition. Partner will be subject to a replacement fee for malfunctioning FRU's not properly returned.



- 1.5.8 Within five (5) business days of receipt of the advanced replacement FRU from Motorola's FRU inventory, properly package Partner's malfunctioning FRU and ship the malfunctioning Infrastructure to Motorola's repair centre for evaluation and repair. Partner must send the return air bill back to the repair depot in order to facilitate proper tracking of the returned infrastructure. Partner will be subject to a full replacement fee for FRU's not returned within 5 business days.
- 1.5.9 For Infrastructure and/or third party infrastructure repairs that are not exchanged in advance, properly package Infrastructure and ship the malfunctioning FRU to Motorola.
- 1.5.10 Within the packaging of the returned product, include a documented report of all errors, with enough detail to permit Motorola Solutions to reproduce the error, and also assist Motorola Solutions with recreating and diagnosing each error.
- 1.5.11 Clearly print the return authorisation number on the outside of the packaging.
- 1.5.12 Maintain information of software/applications and firmware for re- loading of infrastructure
- 1.5.13 Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the infrastructure repair services to Partner.
- 1.5.14 Pay for any additional costs and risks associated with transportation, including any fees incurred due to customs, duties and taxes

#### Shipping Responsibilities:

Service	Advance Replacement Contract Shipping Charges
Exchanges (Outbound and Inbound to Partner)	Motorola
Exchanges Shipping outside of standard business hours (Outbound to Partner)	Partner
Exchanges Non-Motorola carrier (Outbound and Inbound to Partner)	Partner

\*Motorola shipping carriers – DHL Global & Courier, TNT and Schenker.



## Appendix F: On Site Technical Support - Optional

Motorola System Engineer Support provides the ability to schedule two or three continuous days of on-site technical assistance (excluding travel) from a Motorola System Technical Engineer (STE). This Motorola STE will be available to a Partner to assist on implementation and post-implementation services. These contiguous days can be used anytime Post system delivery within the Service package agreement if purchased at the time of sale on a new system.

Scheduling this support will be done Via the Motorola service desk and requires 30 days' notice. To ensure that the right skill set is deployed Motorola request the items of assistance are identified when the scheduling is made. If a partner has a day(s) remaining and fails to use them within their 2 or 3 day time frame they will expire.

### 1.0 Description of Services

This Motorola STE will be available to a Partner to assist on the following items listed below:

#### 1.1 Implementation services of Motorola purchased equipment

- 1.1.1 Installation of Central Server equipment - The STE will work with the partner to install and configure the centralised server equipment ensuring the system is fully optimised with the latest software.
- 1.1.2 Base Station set up - The STE will install, configure and software update any local base radios. Assistance at remote site base stations may incur additional travel costs.
- 1.1.3 Configure Radios - The STE will assist with code plug development for radios operating on the supported DIMETRA Express system based on the Partner requirements and assist in code plug testing.

#### 1.2 Post Implementation Service Details

- 1.2.1 Antenna system Analysis - The STEs will sweep the antenna system and document the results. For an accurate baseline document Motorola will require the antenna system diagram that includes the details on the antenna, all RF jumpers with type and length, antenna line with type and length, and any ancillary equipment in the antenna system. This baseline will be used for comparison for any future Preventative Maintenance checks that are done on the system. For this work the site must be off the air
- 1.2.2 Check that all FNE system/radio software/firmware is up to date and provide Input on the advantages of upgrading the software. - Query the FNE equipment from the Master site to determine what firmware / software version is in the Motorola Solutions equipment. Utilising the release notes develop a list of Software updates that could be applied to the system and the advantages of these software updates. This would not include network equipment or equipment purchased outside of Motorola Solutions.
- 1.2.3 Network Testing / Troubleshooting - Verify the network utilising either network test equipment or software to verify the network will meet the required bandwidth, Latency, and Jitter for the network design. Check that there is no unwanted traffic on the radio network and that all routers/switches are properly configured and connected. (Note) only Motorola provided / certified routers and switches can be verified for proper configurations. Any remediation of issues will remain the responsibility of the dealer / Partner and the network provider.
- 1.2.4 Installation Quality Audit - Utilising the Motorola R56 standards document the STE will do an audit of the installation of the system using the audit



spreadsheet. The results will be documented and shared with the partner. Remediation of issues will remain the responsibility of the Partner.

**1.2.5 RF System Testing:**

- 1.2.5.1 Measure Selectivity of Receive Preselector (if applicable)
- 1.2.5.2 Measure Reserve Gain (if applicable)
- 1.2.5.3 Perform Spectrum Analysis of Receive System
- 1.2.5.4 Measure Receiver Sensitivity (5% BER)
- 1.2.5.5 Measure Forward and Reverse Power at Base radio Output and at Combiner Input
- 1.2.5.6 Measure Forward Power and VSWR at Combiner Output
- 1.2.5.7 Measure Transmit Frequency Error, Transmit BER, Modulation Fidelity, and Symbol Deviation at Combiner Output
- 1.2.5.8 Balance Combiner output for consistent power out of each site. (Note: Motorola must have a copy of any transmission Licenses and will set the power out not to exceed any limitations) (Note: The site will be down during portions of these test to allow the insertion of the test equipment in the antenna path unless there are dual TX and RX antennas).

**1.2.6 Device Codeplug Testing/Troubleshooting-** Meet with the Partner and perform 1 hour ride alongs using the end user radios to understand the usage pattern of the end users. Suggest modifications to the radio programming and accessories to enhance the user experience with the TETRA radios. The programming of the remaining radios will remain the responsibility of the dealer / servicer.

**2.0 Inclusions**

- 2.1 On Site Support service will be delivered on Motorola sold infrastructure including integrated 3rd party products purchased through Motorola. The following is included in the service.
  - 2.1.1 Eight hours per day support of a Motorola System Technical Engineer for either two or three days depending on the selected time frame.
  - 2.1.2 Support within business hours, which is typically 8 AM to 5 PM excluding public holidays or weekends.
  - 2.1.3 Travel times between site locations
  - 2.1.4 Firmware and/or software upgrades of Motorola supplied equipment
  - 2.1.5 Configuration of Motorola supplied equipment
  - 2.1.6 Testing of Motorola supplied equipment
  - 2.1.7 Code plug development for radios operating on the supported DIMETRA Express system



### **3.0 Limitations and Exclusions**

- 3.1 The following activities are outside the scope of the On Site Support service, some are however available as an option. Contact the CSM for optional services that are available to remote Technical Support Partners at an additional cost:
  - 3.1.1 Applying the service to DIMETRA Express infrastructure not covered by a Motorola Service support contract
  - 3.1.2 Testing or configuration of equipment not supplied by Motorola
  - 3.1.3 Unauthorised alterations, modifications, repairs or testing, use of unapproved parts within the Products, or the combination or interfacing of the Products, in each case in a manner not approved by Motorola Solutions
  - 3.1.4 Installation of equipment not supplied by Motorola
  - 3.1.5 Additional Travel costs to remote sites
  - 3.1.6 Firmware and/or software upgrades of equipment not supplied by Motorola.
  - 3.1.7 Configuration of equipment not supplied by Motorola.
  - 3.1.8 Testing of equipment not supplied by Motorola.
  - 3.1.9 Outside of business hours, which is typically 5PM to 8AM, Weekend or Bank holidays unless agreed upfront by Motorola Solutions
  - 3.1.10 Extended time frames to complete service requirements due to force majeure or other circumstances outside of the control of the Motorola System Technical engineer.
  - 3.1.11 Installation, configuration and testing of cameras and associated hardware where camera video streaming is in scope of the solution.

### **4.0 Motorola Responsibilities**

- 4.1 Validate partner's entitlement to receive the service
- 4.2 Obtain from partner, service requirements and Partner details
- 4.3 Provide Partner with available start date. (minimum 30 days after request).
- 4.4 Assign System Technical Engineer to perform the service
- 4.5 Cooperate with Partner and perform all acts that are reasonable or necessary to enable this service.
- 4.6 Provide quotes for any additional travel requirements that are outside of this service.
- 4.7 Provide a detailed statement of work based on the timeframe selected and services requested by the partner along with additional responsibilities of Motorola and the Partner/Partner.
- 4.8 Provide additional quotes if the requested service requirements cannot be completed within the purchased time frame
- 4.9 On completion of service delivery obtain service sign off from Partner.



## **5.0 Partner Responsibilities**

- 5.1 Contact Motorola Service Desk, as necessary, to request on-site service with a minimum of 30 days' notice.
- 5.2 Provide Motorola with Partner name and required service support requirements.
- 5.3 Cooperate with Motorola and perform all acts that are reasonable or necessary to enable this service.
- 5.4 Inform Motorola of any additional travel requirements that are outside of this service.
- 5.5 Inform Motorola of any security restrictions when accessing Partner site/network.
- 5.6 Ensure that Motorola have access to the correct materials, documentation, physical planning manuals and any other requirements necessary to perform the service
- 5.7 Provide Motorola with a list of contacts necessary to provide this service
- 5.8 Allow Motorola access to facilities and equipment
- 5.9 Ensure all software/system backups needed to restore the system are made available.
- 5.10 On completion sign off service as completed.
- 5.11 Install, test and commission cameras and associated hardware where camera video streaming is in scope of the solution