

## ESSENTIAL SERVICES FOR MOTOTRBO<sup>®</sup> NITRO<sup>™</sup> INFRASTRUCTURE

### Support When You Need It

Take full control of your communications network. MOTOTRBO 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 Essential Services for MOTOTRBO Nitro, you can keep your infrastructure secure and up-to-date. Essential Services' five-year coverage includes advanced replacement for repair, software updates and technical support, and can be extended past the coverage period for an additional subscription.

#### Essential Services Key Components

- Advanced replacement
- Software updates
- Technical support



#### ADVANCED REPLACEMENT

Advanced Replacement is a repair exchange service only for MOTOTRBO Nitro infrastructure. With the Advanced Replacement feature, your unit will be replaced with a Field Replacement Unit (FRU). All infrastructure equipment is owned by Motorola Solutions, meaning no capital expenditure on your part.

#### SOFTWARE UPDATES, ANYWHERE, ANYTIME

Essential Services for MOTOTRBO Nitro gives you access to MOTOTRBO 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.

## ACCESS 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.

## ESSENTIAL SERVICES FOR MOTOTRBO NITRO INFRASTRUCTURE

SERVICES	ESSENTIAL
Coverage Period	5 years
Advanced Replacement	5 years
Software updates	5 years
Technical Support	8x5 U.S. business days (M-F) with 24-7 on-call for Severity 1 issues

For more information, please visit us at  
[www.motorolasolutions.com/services](http://www.motorolasolutions.com/services)



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. 800-367-2346 [motorolasolutions.com](http://motorolasolutions.com)

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