



# TETRA Terminal Support Services



## WHY MOTOROLA TETRA TERMINAL SUPPORT SERVICES?

- Lower total cost of ownership
- Mission critical expertise
- Full life cycle support
- Cost effective services
- Rapid turnaround times
- Professionally certified
- Industry-leading tools & processes
- Committed SLAs
- Predictable budgets
- Peace of mind

Terminals account for a significant proportion of overall expenditure both in terms of the initial capital outlay and their ongoing maintenance and management. To reduce the total cost of ownership, Motorola offers a choice of maintenance and support packages that provide fast turnaround times, prompt telephone technical support and multi-year coverage. These support packages, designed to minimise spares holdings, resolve customer issues quickly, and provide through life support ensure you get the most out of your terminals.

## Ensuring Maximum Performance to Meet your Mission Critical Requirements

- **Service Center Excellence:** We deliver. With our proven same day repair capability, you can be sure your equipment is expertly repaired and back in your end users' hands quickly. Using the latest tools and with strict adherence to Motorola engineering procedures, our European Radio Support Center's expert technicians diagnose and repair units to original manufacturing specifications.
- **Technical Expertise:** Get answers to your technical questions, reduce downtime and improve issue resolution times. Experienced technical support engineers work with you to diagnose and resolve hardware and software problems resulting in swift resolution of issues for your end users.

- **Customer Service:** A single source for support delivered through our new state of the art call centre, available 24x7 to track customer issues and 8x5 for technical support. Ready to assist by telephone, e-mail or fax;
- **Certified solutions:** All our services are fully certified to comply with ISO, ATEX / FM and CENELEC thereby providing the peace of mind that can only come from an experienced and trusted supplier;
- **Defined Service Level Agreements (SLAs):** All Motorola services are offered to committed SLAs including turnaround times.

## Why Motorola?

Motorola has sold and supports more TETRA terminals in the field than any other manufacturer. With over 75 years experience of delivering mission critical and business critical solutions, Motorola has the expertise to ensure the optimal performance of your TETRA terminals.

## SPECIFICATION SHEET

TETRA Terminal Support Services

### TETRA Terminal Support Packages

The TETRA Terminal Support Services are provided through our central technical support and repair centres and are designed to provide customers with a cost effective, efficient means of servicing their terminals. All repairs use the latest repair equipment, fully certified engineers and Motorola original parts to ensure parts are returned to original factory specifications. Support service packages are provided as part of a service agreement.

#### At-a-Glance: TETRA Terminal Support Services

Service	Warranty	Standard	Premium
Manufacturer defects only	•		
Covers normal wear and tear repair <sup>1</sup>		•	•
Includes materials, parts and labour		•	•
Up to 30-day repair turnaround <sup>2</sup>	•		
5-day repair turnaround <sup>2</sup>		•	
24 hour repair turnaround <sup>2</sup>			•
Advance replacement unit <sup>3</sup>			•
90 day warranty on repair	•	•	•
Software service pack updates		•	•
Technical support (8x5)		•	•
Shipping <sup>4</sup>	1-way	1-way	2-way

The Standard and Premium Terminal Service Packages are available as 2, 3 or 5 year service agreements at time of equipment purchase or prior to the end of your 12-month standard warranty.

1 – Normal wear and tear is defined as per Motorola terms and conditions and does not cover among others cosmetic repairs which are not needed for product functionality.

2 – Turnaround time is Motorola “in-house” repair time and excludes transit time.

3 – Replacement unit supplied by Motorola if repair turnaround time is greater than 24 hours.

4 – Shipping by Motorola-designated delivery services. Excludes customs, taxes and duties which become payable during transit.

### Additional TETRA Terminal Support Services

In addition to the above service packages, Motorola offers a complete portfolio of support and management services for your terminals. These can be combined as required to provide a fully comprehensive and flexible solution. Additional Motorola services include:

**Advance Replacement Service:** Our advance replacement service provides a predetermined number of spare terminals that can be used to replace a faulty unit whilst it is being repaired, ensuring that your end users are always able to communicate;

**Battery change out and management:** Service includes the planned replacement and management of batteries to ensure the maximum effectiveness of your TETRA terminals;

**Fleet mapping:** This service includes initial set up and/or ongoing management of fleet maps targeted to maximise benefits for your users based on system resources and features;

**Terminal provisioning:** Available on new terminals, the service can include provisioning of customer specific code plug information as well as secure key management;

**Installation services:** For terminal installation in all types of vehicles we offer a range of service options that extend from mobiles and antennae, to full turnkey solutions.



### UK's Airwave chooses Motorola TETRA Terminal Services

Motorola provides TETRA terminal services to a large number of UK emergency services customers. We now support the Fire and Rescue Services (FRS) in England, Scotland and Wales, under a seven-year framework managed service contract. The contract covers the supply of Motorola TETRA radios (MTM810 and MTH810) with both voice and data capabilities for fire appliances and officers' cars; and mobile data terminals (MW810). Seven years extended support is also being provided by Motorola for radio and mobile data terminals.



**MOTOROLA**

[www.motorola.com/tetra](http://www.motorola.com/tetra)

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