



Motorola National Service Partner Handbook

Customer Edition





Motorola Customer,

With the continued evolution of technology and the challenges and opportunities it creates, the need to apply new business models focused on customer loyalty is crucial to continued success. Customer loyalty is built not solely upon the ability to provide solutions that solve customer needs, but also the ability to provide quality services that clearly differentiates us from our competition.

Today, with almost 900 registered service locations across North America, our collective services presence remains a key differentiator in the industry. Even so, in the interest of continuous improvement, we have redefined and rebranded our commitment to providing quality services to our customers. Within this handbook, we have outlined the new achievement based Motorola Service Partner Program. This program is founded on Motorola's key values and expectations from you:



- Unequaled customer service response for critical communication solutions networks
- Highly-qualified and trained Service Partners improves the knowledge base
- Financially stable and committed Service Partners provide more readily deployable resources

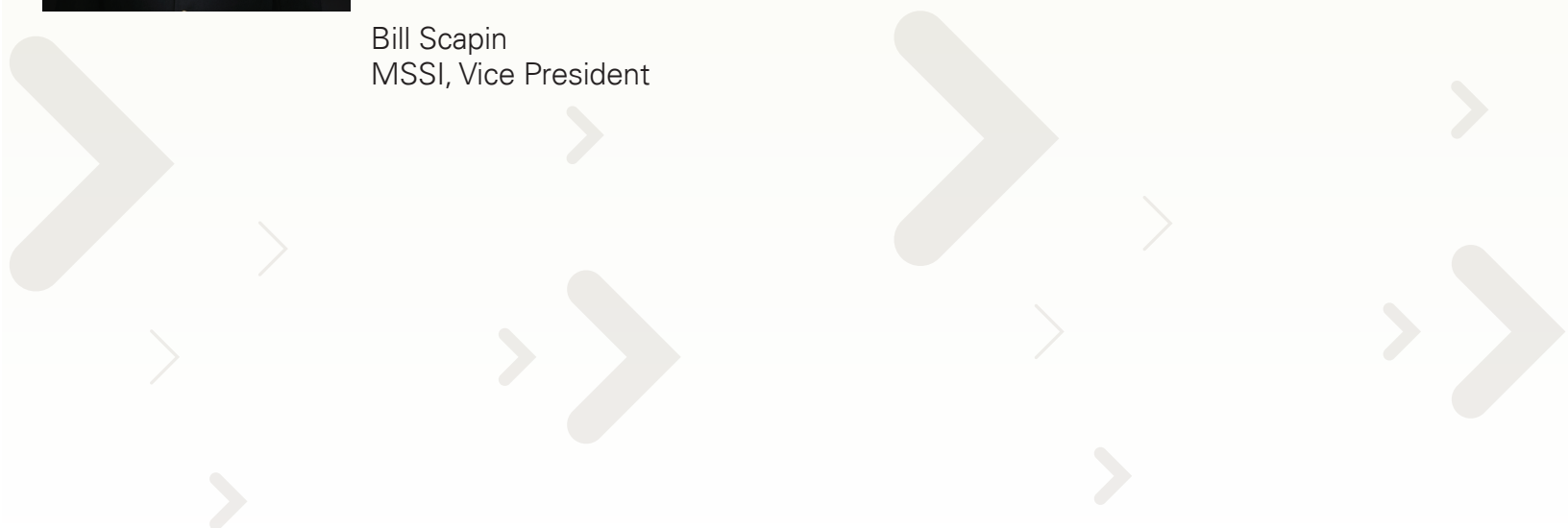
Our focus in the rebranding of our service delivery is to provide you with a level of assurance that you will continue to receive best in class service. The following pages outline the 3 new levels of Motorola Service Partners and their associated benefits to you. These new levels are:



- Motorola Premier Service Partner (PSP)
- Motorola Service Partner (MSP)
- Motorola Warranty Repair Center (WRC)

We hope you find this handbook informative in understanding the Service Partner levels. Motorola recognizes that you must make decisions to keep your critical communications systems in optimal condition and we believe the Motorola Service Partner Program supports that fundamental philosophy.

Bill Scapin
MSSI, Vice President





Purpose

This handbook has been created as an overview of the new Motorola Service Partner Program in helping you understand the business requirements, qualifications and capabilities of the Service Partners at each level. Continuing advances in technology and complexity have placed an increased expectation on our Service Partners in design & planning, deploying, supporting, enhancing and managing & securing. The Motorola Service Partner Program has been designed to rebrand our Field Service Operations, focused on delivered quality and enhanced customer support capabilities. These attributes are fundamental to every customer relationship and differentiates us from our competition.

Objectives

Motorola has established the following objectives in the development of the new Motorola Service Partner Program:

- Rebrand and focus on the quality of Motorola's service delivery including that of our Service Partners.
- This program recognizes and rewards those Service Partners who partner with Motorola to continuously invest in their abilities to provide quality service to our customers.

Customer Benefits

Your benefits associated with this Services Delivery Program are designed to establish and strengthen relationships with industry-leading suppliers who possess complimentary competencies that enables greater confidence in Motorola's ability to deliver 'end-to-end' Services.

- Unequaled customer service response for critical communication networks
- Highly-qualified, dedicated and financially stable Service Partners
- The following achievements required for each Level will drive the valued service behaviors and expectations critical to your confidence in Motorola:
 - o Calibration of equipment – You can be assured that test equipment used by Service Partners will be calibrated on a regular basis in accordance with manufacturer recommendations.
 - o Technician certification - Motorola has defined the measure of the certified workforce goals within the program by establishing minimum certification goals for the technicians employed by the Service Partner as outlined in this handbook.
 - o Protection of customer equipment - In the event Service Partner performance of the service work under this subcontract requires you to send equipment to the Service Partner's service shop, Service Partner agrees to: (1) store the equipment in a separate and secure location; (2) track equipment by logging it in when received and logging it out when returned to you; and (3) report damaged or lost equipment to you and maintain a record of such loss.
 - o Insurance/Environmental Health & Safety - All Motorola Service Partners are required to submit and keep current all minimum levels of insurance and Environmental Health & Safety documentation as required to protect you.
 - o Contract specific benefit criteria - When a Service location is providing services contracted by Motorola as they apply to a specific contract or series of contracts, the benefits of associated technical training, technical manuals, and technical call center support will be provided for those products or series of products supported by such contract.

You should contact your local Customer Support Manager to discuss any additional program details not covered in this handbook.

Service Partner Levels



Motorola Premier Service Partner (PSP)

The Motorola Premier Service Partner (PSP) is the highest level of service relationship. It represents the greatest level of Motorola Service Partner agreement and interdependence. Motorola Service Partners who attain this level have demonstrated consistent capabilities in performance, personnel and commitment to Motorola products and services. Requirements of the Motorola Premier Service Partner:

- Meet the requirements of the Motorola Service Partner (MSP)
- Achieve and maintain Certified Service Center (CSC) accreditation as described below
- Achieve and maintain quality goals and continuous quality improvement programs (customer satisfaction / contract compliance / case resolution)



Motorola Service Partner (MSP)

The Motorola Service Partner (MSP) recognizes an established service business providing support to the Motorola product portfolio. Requirements of the Motorola Service Partner:

- Business location - Motorola defines a Service location as being an established place of business inclusive of the following criteria:
 - Building or store front operations designed for the purpose of providing customer service (customer receiving / drive-in service bays)
 - Staffed customer interaction point, operating during normal business (M-F 8hrs/day)
- Business plan – A business plan outlining how the appointment would provide for Motorola service presence and improved customer satisfaction in the prospective service area
- Technician certification as described in this handbook
- Insurance/Environmental Health & Safety

Motorola Warranty Repair Center (WRC)

The Motorola Warranty Repair Center (WRC) recognizes the ability of certain Motorola Two-Way Dealers to provide warranty support for the dealer products available in the Dealer Price Book.

We understand the value of providing you support to the portfolio of Motorola products sold through the dealer channel and will provide warranty support per the defined terms and conditions established in the Motorola Warranty Guidelines. Requirements to become a recognized Motorola Warranty Repair Center (WRC) include the completion of the following:

- Business location information
- Motorola Service management approval for all new Warranty Repair Center applicants
- Insurance: Certificate of Insurance as defined in contractual agreement



Certification Requirements

Technicians

Motorola has recognized that many of you are asking for certified and qualified technicians to maintain their systems and networks. With the advances in the new system technologies this has come more to the forefront.

What is the definition of a service technician?

A service technician is someone who tests, troubleshoots, repairs and modifies electronic equipment or systems. A service technician will service and repair any or all of the following:

Subscriber units including but not limited to:

- Pagers
- Portable handheld radios
- Mobile radios

Infrastructure systems including but not limited to:

- Trunking systems
- Repeater systems
- Paging systems
- Microwave systems
- Data systems
- Antenna networks
- Dispatch Consoles
- Environmental systems
- Computer equipment
- Bi-Directional RF amplification systems
- Base Stations
- Broadband systems

General Technical Electronics and specified Motorola product certifications for Service Partner Technicians are obtained through Electronics Technicians Association International (ETA-I). ETA-I is a third party, independent certifying body recognized by the electronics industry as a leader in certification..

Service Centers

The Certified Service Center (CSC) program is designed as a tool to help you find quality service centers and to provide a standard of professionalism for service centers who desire to offer outstanding customer service.

This program helps differentiate our service organizations from our competitors' by demonstrating to you, and the industry, that customer service and satisfaction are paramount and you will receive high quality service.

To attain a Certified Service Center status, a service center must comply with specified requirements including maintaining an adequate repair facility, a Service Manager with Certified Service Manager accreditation, and Motorola specified Insurance coverage. These requirements have been determined by representatives of all facets of the service industry.

CSC Certification is obtained through third party, independent certifying bodies comprised of several electronics associations designated by the CSC Organization, including ETA-I. To find out more on this program please visit www.c-csc.org.



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