



# NEW CUSTOMER-FOCUSED SOFTWARE MAINTENANCE PROGRAM

Ensuring customers of fast, reliable, affordable, ongoing technical and software support for wi4 Fixed Point-to-Point, Point-to-Multipoint Canopy® and wi4 Indoor Powerline MU solutions.

Motorola's new Software Maintenance Program provides you with extended and enhanced support beyond the standard 12-month warranty period. The program is designed to help you optimize the ongoing performance of your networks with fast, knowledgeable technical assistance and up-to-the-minute downloads of new software releases. The effective date of the new program is December 28, 2007.

## EXTENDED SUPPORT

Motorola's wireless broadband solutions are built to continue delivering high performance year after year. And since we are continually working to improve quality and operator convenience, we've created an easy, affordable way to keep your technology operating at optimum levels. The new Software Maintenance Program allows you to rely on valued customer service benefits for an additional 12 months beyond the initial warranty. Annual contract renewals are also available.

**\* IMPORTANT:** *As of December 28, 2007, customers will need to validate their eligibility under the standard Motorola 12-month warranty or purchase a Software Maintenance Contract to access technical phone support and maintenance software releases. Resellers can also do this on their customer's behalf.*

**\*\*** *Subject to change without notice.*

The Software Maintenance Program offers a wide range of benefits:

- 24x7 technical phone support provided by a dedicated, knowledgeable team of experts\*
- Fast access to software updates and bug fixes\*
- Unrestricted access to generally available product documentation and online resources including:\*\*
  - Release Notes
  - Product Manuals
  - System Planning Guides
  - Troubleshooting Guides
  - Specification Sheets
  - FAQs
  - Knowledge Database
  - Community Forums
  - Monthly Webinars and Audio/Video Archives

## ENHANCED SUPPORT

The new Software Maintenance Program upgrades support service by providing faster responses and issue resolution, and more streamlined access to the technical expertise you need – when you need it. With the new program, you'll be able to take advantage of:

- Skilled, dedicated technical agents
- High quality support around the clock
- Knowledgeable assistance for new products
- Extended weekend phone coverage
- Support provided in both English and Spanish
- Availability of senior technical agents for faster issue resolution

Of course, Motorola remains steadfast in its commitment to continuous quality improvement based on customer feedback.

**TIERED STRUCTURE PROVIDES THE RIGHT SUPPORT PROGRAM FOR YOUR NETWORK.**

To help you get the most value for the least cost, Motorola has created a tiered pricing structure based on your product type(s) and product quantity purchased.

**The Motorola Software Maintenance Program**

Product Category	Description	Quantity	Part Number
CANOPY POINT-TO-MULTIPOINT PRODUCTS	1 Year Canopy Software Support Contract	<13 Access Points or Backhauls	SG00TS4001A
	1 Year Canopy Software Support Contract	13 - 249 Access Points or Backhauls	SG00TS4002A
	1 Year Canopy Software Support Contract	250+ Access Points or Backhauls	SG00TS4003A
POINT-TO-POINT (PTP) PRODUCTS	1 Year PTP Software Support Contract	1 – 2 Links	WB3106A
	1 Year PTP Software Support Contract	3 – 5 Links	WB3107A
	1 Year PTP Software Support Contract	6+ Links	WB3108A
POWERLINE MU PRODUCTS	1 Year Powerline Software Support Contract	<13 Gateways	SG00TS4004A
	1 Year Powerline Software Support Contract	13 – 249 Gateways	SG00TS4005A
	1 Year Powerline Software Support Contract	250+ Gateways	SG00TS4006A

**HOW TO PURCHASE**

The new Software Maintenance Program is available for purchase as of December 21, 2007, and goes into effect December 28, 2007. You can obtain pricing information and purchase the program through your Motorola authorized reseller similar to the process used when purchasing license keys. Once you're covered under the program, you'll be issued a Customer Contact Number (CCN) that will give you access to technical phone support and software bug fixes and updates for the following year. Please contact your authorized reseller for more details.

If your products were purchased within the last 12 months of a service request, they are still under their initial warranty. No Software Maintenance Contract is necessary. Simply provide the in-warranty ESN/MAC address of the module that requires attention for access to the full complement of support services. The ESN/MAC address will be requested by the Motorola Tier 2 Support Team and at the website prior to requesting software downloads.

Access to software is granted on a product portfolio basis (Point-to-Point, Canopy platform or Powerline MU). You will be asked to enter the in-warranty ESN/MAC address when downloading software from the website beginning December 28, 2007.

For additional information on how Motorola's new Software Maintenance Program can help you, visit us online. For Canopy and Powerline MU products, visit:

[www.motorola.com/canopy/support](http://www.motorola.com/canopy/support)

For Point-to-Point solutions, visit:

[www.motorola.com/ptp/support](http://www.motorola.com/ptp/support)

You can also contact your Motorola sales representative or Technical Support Center. For Canopy products and Powerline MU, contact Technical Support at 1.888.605.2552 or 1.217.824.9742. For Point-to-Point products, call Technical Support at 877.515.0400.



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Motorola, Inc. [www.motorola.com](http://www.motorola.com)