

Repair Service Advantage Comprehensive Service Executive Summary

Extending coverage beyond standard Repair Service Advantage (RSA)

Motorola mobile and portable subscriber radios are designed to take a lot of abuse. They are built to withstand the chaos and conditions inherent in a fire or natural disaster response and recovery effort. But even the best radios are subject to occasional 'above and beyond' wear and tear. That's why Motorola Subscriber Repair Services has introduced RSA Comprehensive.

Flexible with even greater protection

RSA Comprehensive offers all the protection of a standard RSA support plan with even more coverage that includes chemical, liquid, and other physical damage on your Motorola portable and mobile subscriber radios. RSA Comprehensive is available as an option to the radio purchase or can be added after radio purchase as an RSA Comprehensive Service Agreement. Currently, RSA Comprehensive is available on most MOTOTRBO™, XTS®, XTL™ and APX™ radio product lines.

Value proposition

- **Cost effective:** RSA Comprehensive enables you to budget for your repairs, preventing unexpected service and maintenance costs. When ordered as an option to new radios, RSA can save up to an additional 15 percent over service agreements. In addition, quantity discounts are available on our service agreements pricing
- **Guaranteed repairs:** Every subscriber unit repaired at a Motorola Depot is backed by a 90-day repair warranty
- **Priority service:** RSA Comprehensive repairs receive priority service and meet committed cycle times per our published ship card, so you know when you can expect your radios to be repaired and returned
- **No worries:** No need to invest in the resources, tools, or training required to repair and maintain your radios; we make the investment and we take the responsibility of keeping your subscriber units working and in the hands of your users

The Motorola difference

Nobody can take care of Motorola radios like Motorola. All repairs are completed with Motorola manufactured replacement parts and returned to original factory specifications. We have made a significant investment in state-of-the-art diagnostic and repair equipment and our certified technicians are among the most qualified in the field to ensure your repair is done right the first time. Subscriber repair service adheres to a proven process of analysis and restoration, as well as manual and automated testing.



MOTOROLA

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