

## **Service from the Start – Gold with Comprehensive Coverage (APAC)**

### **Part Number: SSG-**

Service from the Start – Gold with Comprehensive Coverage is a unique prepaid program that includes normal wear and tear, as well as coverage for internal and external components damaged through accidental breakage. This multi-year agreement speeds response time through priority telephone support and advance replacement of Zebra devices requiring repair. In addition, this offer extends coverage to styluses, screen protectors, hand straps and battery doors (where applicable) that ship together with select mobile computing products\*. The Commissioning Service is also included so that replacement products are ready to use when received on site.

Devices requiring repair are returned to a Zebra-operated or supervised facility that employs the same test processes and fixtures used in the manufacture of the equipment. Once repaired, the units are returned to the spares pool and made available for additional advance replacement requests.

Service from the Start – Gold with Comprehensive Coverage must be purchased up front with the hardware or within 30 days thereafter, or as a renewal within 30 days of expiration of the original Service from the Start – Gold with Comprehensive Coverage agreement.

For purposes hereof, “Software” shall mean computer programs in machine-readable form included in the product, which are essential to the functionality thereof as specifically stated in the product published specifications (also referred to as “Core Product Software”).

### **Our Responsibilities**

1. **In-Country Telephone Numbers.** We will provide in-country telephone numbers for customers to call to have replacement equipment shipped prior to returning the unit to the service centre for repair.
2. **Telephone and E-Mail Support Coverage Hours.** We will provide telephone and e-mail support during standard business hours Monday–Friday 8 a.m. to 8 p.m. (Australian EST) in Asia Pacific (APAC), excluding Zebra-observed holidays.
3. **Call Logging Service.** We will provide call logging service Monday–Friday 8 a.m. to 8 p.m. (Australian EST).
4. **Telephone and E-Mail Support Coverage.** We will provide telephone and e-mail support for Zebra Core Product Software, excluding custom software applications, modifications and customer configurations. This includes providing:
  - a. Support for the current version of Core Product Software, as well as one (1) prior Software Release, as described in Section 19.
  - b. Help with filling out a case report.
  - c. Assistance with verifying a Core Product Software problem.
  - d. Software Releases, which may include Maintenance Releases and Patches (as herein defined), when available.
5. **Escalation.** When necessary, we will use established escalation procedures to enlist higher levels of expertise — including Zebra and third-party engineering development teams.

\*Applies to ES400, MC1000, MC17XX, MC21XX, MC3000 Family, MC3100 Series, MC35XX, MC50XX, MC55XX, MC70XX, MC75XX, MC9000 Series, MC9190-G, MC9500, VC5090 and WT4000 Series mobile computers, and RS309, RS409 and RS507 scanners

**Our Responsibilities (continued)**

6. **Escalation Response Time.** We will provide call-back response during standard business hours for escalated issues within two (2) business hours\*.
7. **Problem Isolation, Analysis and Resolution.** A representative will:
  - a. Assess the nature of the problem.
  - b. Assist with/perform problem determination.
  - c. Work to achieve problem resolution.
8. **Replacement Pool.** We will provide a replacement pool of spare equipment prior to the implementation of this agreement. We will store, secure and track the units in the replacement pool of equipment in its facility or the facility of a designated third-party.
9. **Comprehensive Coverage.** We will repair accidental damages to internal and external components that occur during normal use. Specific examples of items included under Comprehensive Coverage include restoring, repairing or replacing:
  - a. Damaged housings.
  - b. Cracked or broken plastics.
  - c. Cracked or broken displays.
  - d. Cracked or broken touch screen/digitizers.
  - e. Cracked or missing keyboards/keypads.
  - f. Missing or broken triggers.
  - g. Cracked or damaged exit windows.
  - h. Missing or damaged styluses\*\*.
  - i. Missing or damaged hand straps\*\*.
  - j. Missing or damaged screen protectors\*\*.
  - k. Missing or damaged battery doors, where applicable\*\*.
10. **Coverage for Select Accessories.** At the time an eligible mobile computing product\*\* is returned to the service centre for repair, We will replace damaged styluses, screen protectors, hand straps and battery doors (where applicable). We will only replace missing styluses, screen protectors, hand straps and battery doors (where applicable) if indicated by the customer on the Return Material Authorisation (RMA) form.
11. **MC17 Battery Coverage.** We will provide replacement coverage of MC17 batteries that do not achieve 80% of their rated capacity.
12. **Wireless Switch Port Key Licenses.** If applicable, we will implement a customer's port key licenses and the currently released version of Software on the new device prior to shipment.
13. **Key Injection.** We will provide key injection for payment systems at no additional charge when:
  - a. Customer supplies key to be used at our repair facility.
  - b. We already possess key and customer grants permission to duplicate it for repair activities.
14. **Commissioning Service (where available).**
  - a. Application Loading: We will archive the latest version of the customer's application at the time of repair. We will also reload software applications and the necessary license key (if entitled) onto products at the time of repair.
  - b. Configuration Management: We will assume database and configuration management of site-specific information, such as IP addresses. We will also load site-specific information onto products under contract prior to return shipment.

**NOTE:** the Commissioning Service is not available in all areas of APAC. To check availability in a particular country or for further details, please contact an Enterprise Mobility Services representative. When a third party (non-Zebra) software license is required to complete the repair process AND the license must be acquired from the third party? Our repair Turn-Around-Time (TAT) goals will be subject to change.

\* Two-hour response time is commercially reasonable endeavours

\*\*Applies to ES400, MC1000, MC17XX, MC21XX, MC3000 Family, MC3100 Series, MC35XX, MC50XX, MC55XX, MC70XX, MC75XX, MC9000 Series, MC9190-G, MC9500, VC5090 and WT4000 Series mobile computers, and RS309, RS409 and RS507 scanners

## **Our Responsibilities (continued)**

15. **Transportation.** We will provide express shipment on all outbound repairs. Calls must be received before noontime (Australian EST) for the unit to ship the day the call is placed (excludes Zebra-observed holidays). In some areas of APAC, we pay for shipping in both directions.
16. **Device Performance.** We will ensure products will perform within the operational and environmental parameters specified in the product published specification for 30 days from date of return shipment.
17. **Web Support.** We will provide access to its customer support website, [www.symbol.com/support](http://www.symbol.com/support), on which we may occasionally publish information relating to current errors and workarounds. This site may also provide information about future Software Releases (as herein defined) and related products, as well as access to Software documentation, specifications, technical literature and more. We reserve the right to modify or discontinue all or part of its customer support website at any time.
18. **Software Error Corrections.** We will use reasonable commercial efforts to correct reproducible errors and to provide problem analysis and resolution, including corrective support to resolve identifiable and reproducible Software problems. We will also help to identify problems that are difficult to reproduce.
19. **Software Releases.** Upon approved request, customer is granted the right to use and copy available Software Releases under the terms and conditions specified in Sections 15 and 16 of Customer Responsibilities below. We will update any associated documentation, if necessary, within a reasonable time after a Software Release is published. Software Releases are defined as:
  - a. **Maintenance Releases** defined as the collection of cumulative error corrections, which may include enhancements to the existing functionality or performance of the Software, and/or
  - b. **Patches** (“bug fixes”) defined as Software changes released to correct verified Software errors in the current version

**NOTE:** new Software Releases, such as major Operating System version updates or other Software Releases that provide significant new functionalities or performance (“Major Releases”), are not included.
20. **Support for Software Releases.** We will provide Patches (“bug fixes”) to the current Software version (defined as the version shipping with the product on the date purchased by customer) until the first production ship date of the next Maintenance Release. After this date, correction of Software errors may require installation of the new Software Release (to the extent customer is entitled to receive it). We may, at our sole discretion, provide support for older or discontinued Software versions; special support pricing may apply.

## **Customer Responsibilities**

1. **Serial Numbers.** Prior to the first request for service, customer must provide a complete list, preferably in electronic format, of all hardware serial numbers to be covered under the service agreement. Serial numbers for any covered cradles or other accessories must also be included. In APAC, customer must validate that the serial number list on the service certificate is accurate and inclusive of all items covered such as cradles prior to service activation.
2. **Initiating Repair.** Prior to returning products for repair in APAC, customer must request an RMA number for entitlement, tracking and shipping labels by contacting our support centre. This helps ensure that product repairs are completed as quickly as possible.

**NOTE:** products received at the service centre without an RMA number may be returned to obtain the appropriate information for quick repairs. RMA numbers are not required in some areas in APAC. Please contact an Enterprise Mobility Services representative for additional details.

Customer must call the assigned in-country telephone number within the designated time to have replacement equipment shipped to the calling location. Calls must be received before noontime (Australian EST) for the product to ship the day the call is placed (excludes Zebra-observed holidays).
3. **Accessories Replacement.** When obtaining an RMA, customer must indicate which accessories, identified by part number and/or description, require replacement.
4. **Packaging.** Customer must package all items to normal commercial standards. Zebra original packaging is recommended. Customer must also ensure the RMA number is clearly visible on the outside of the

**Customer Responsibilities (continued)**

package.

5. **Transportation.** Customer must provide for the safe transport of products needing repair to the service centre. Customer must bear all risks associated with this transportation.
6. **Product Return.** Customer must return all malfunctioning products within 30 days from receipt of replacement product to our consolidation point location indicated on the shipping label. The shipping label is either the paperwork provided with the RMA request or the RMA form itself.  
**NOTE:** if the replaced products are not received by us within 30 days of shipment of the replacement unit, we will charge the customer the current product list price for a new product and model number similar to the replacement unit.
7. **Remote Access.** If required for complete diagnosis or remedy, customer must allow for remote system access.
8. **Wide Area Network (WAN) Activation.** Customer is responsible for activating WAN-enabled devices with its WAN provider.
9. **Commissioning Service (where available).**
  - a. **Application Loading:** customer must provide us with all necessary components, including IP addresses, software configurations and port key licenses, to load and configure the device — along with instructions. Customer must send applications and loading instructions, including updates and/or revisions available during the term of this service, to us 10 business days prior to first implementation of this service and at any time updates or revisions are available.
  - b. **Configuration Management:** customer must provide all site-specific information, including updates and/or revisions, and application software in the format specified by us at least 10 business days prior to first implementation of this service and at any time updates or revisions are available.
10. **Error Reporting.** Customer must document and promptly report all detected errors to us with enough detail to permit us to reproduce the error. Customer must also assist us with recreating and diagnosing each error.
11. **Registration.** Customer must register with Support Central ([www.symbol.com/support](http://www.symbol.com/support)) and obtain login access prior to requesting Software downloads from us. Requests to download Software Releases are completed by submitting the “Request Download” form on Support Central.
12. **Installation of Software Releases.** Customer must promptly implement all Software Releases downloaded from our customer support website, or otherwise provided by us.
13. **Supervision of Software.** Customer must supervise, control and manage the use of the Software. Customer must also implement procedures for protecting its personal information and backup facilities from unauthorised access in the event of errors.
14. **Systems Upgrade.** To provide Software Releases and workarounds, we may require customer to upgrade hardware and/or software systems, at its own expense, to our currently supported versions of system components.
15. **Compliance with Terms of Agreement.** Customer agrees to use, copy or download only those Software Releases for which it has received explicit approval from us to obtain from our customer support website. This entitlement is granted only for the specific serial numbers of the products covered by this agreement, and does not include rights to provide copies, transfer or otherwise distribute any release of the Software to any other product or any third party. If customer is found in noncompliance with this condition, we reserve the right to invoice for any support charges necessary to obtain compliance, discontinue support or take other action as it deems appropriate. We reserve the right to audit customer records using an independent third-party auditor to verify compliance.
16. **Compliance with License Terms.** Customer is responsible for complying with the terms of all relevant End User License Agreements pertaining to the Software. We reserve the right to suspend its provisioning of support or take further action if the customer is found in violation of such license agreements.

## **Limitations and Restrictions**

1. Customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under this agreement:
  - a. Replacement of consumable parts or accessories, as defined by product, including but not limited to batteries, cables, print heads, carrying cases, paper, diskettes, tapes and ribbons
  - b. Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft and floods that would cause internal and external component damage or destruction
  - c. Repair of problems caused by third parties' accessories or peripherals not approved in writing by us for use with the product
  - d. Repair of problems caused by using the device outside of the product's environmental specifications, or repaired by a third party
  - e. Repair of problems caused by operator error, unauthorised alterations or attempted repair
  - f. Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training
  - g. Problem determination and/or work performed to repair or resolve issues with non-covered products; for example, any hardware or software products not specifically listed on the service order form
  - h. Performance of any file backup or restoration processes other than the Commissioning Service
  - i. Completion and test of incomplete application programming or system integration if not performed by us and specifically listed as covered
  - j. Use of Software Releases except as provided for under the responsibilities outlined in this document
2. We will replace missing or damaged styluses, screen protectors, hand straps and battery doors (where applicable), as indicated by the customer on the RMA, for the following mobile computing products:
  - a. ES400, MC1000, MC17XX, MC21XX, MC3000 Family, MC3100 Series, MC35XX, MC50XX, MC55XX, MC70XX, MC75XX, MC9000 Series, MC9190-G, MC9500, VC5090 and WT4000 Series mobile computers, and RS309, RS409 and RS507 scanners
3. We recommend that the customer's mobile devices are covered by an Enterprise Mobility Services agreement when purchasing a mobile device Operating System upgrade for such devices (for example, Microsoft Windows Operating System upgrade). Any Enterprise Mobility Services agreement covering such devices entitles customer to telephone- and e-mail-based technical assistance in upgrading its mobile devices. However, the major Operating System version update itself (which is considered to be a Major Release) is not included in any Enterprise Mobility Services agreement and must always be purchased separately.
4. Where ongoing "accidental damage" is deemed by us to be excessive, systemic or the result of product mishandling, customer may be subject to an audit. Should such damage continue unabated, customer will incur a repair charge at our discretion and prevailing charges for products deemed by us to have been damaged through improper handling, carelessness or reckless use.
5. Any customer requesting excessive accessory replacements will be subject to an audit to review its usage profile to determine if there is a systemic issue or abuse leading to higher than expected accessory failure. Where applicable, we will help the customer implement proper accessory usage processes. If the customer is still found to be outside the norm reasonably foreseeable for this service, customer may be subjected to non-renewal and/or cancellation of this option.
6. Any customer requesting a replacement battery door for applicable products (MC30XX, MC70XX) must indicate whether a standard life (1X) or extended life (2X) battery door is required. If this is not specified, we will ship a battery door as indicated by the product model configuration bill of material as the default replacement part.
7. Customer must ensure the removal of SIM cards prior to shipping devices to us for repair. Even though we employ high security measures to best protect customer equipment and confidential information stored at our facilities (via customer's SIM card or otherwise), we cannot guarantee the protection of customer's SIM card and customer's IP addresses, MAC addresses, software configurations, port key licenses, WEP keys, special configurations, security codes and any other information, including business or personal information (herein referred to as "Customer Confidential Information"). We hereby disclaim any and all liability resulting from a failure to safeguard Customer Confidential Information.

**Limitations and Restrictions (continued)**

8. This agreement does not provide for the activation of the WAN-enabled device on the customer's WAN provider's network. If the repair of a WAN-enabled device requires the replacement of the WAN radio, the customer will need to activate the device on its WAN provider's network.
9. This service does not cover cosmetic imperfections on external plastics that do not affect the functionality of the device.
10. New Gold-level service agreements are only available for active products — not discontinued products.
11. This service requires a minimum of 20 units of a single product configuration on the service agreement.
12. In APAC, this service may require at least 30 days advance notice from the acceptance by us of a purchase order for creation of the replacement pool of spare equipment.
13. We are not obligated to provide support for any product:
  - a. That has been repaired, tampered with, altered or modified — except by Zebra's authorised service personnel (including the unauthorised installation of any software).
  - b. That has been subjected to unusual physical or electrical stress, abuse, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable product specification.
  - c. If customer fails to comply with the obligations contained in the product purchase agreement and/or the applicable software license agreement and/or Zebra's terms and conditions of service.

**Availability**

Service from the Start – Gold with Comprehensive Coverage is available worldwide. To check availability in a particular country or for further details, please contact an Enterprise Mobility Services representative by visiting:

[www.motorola.com/enterprise/contactus](http://www.motorola.com/enterprise/contactus).