

# Radio Rental Program

## SERVICE FACTS



Motorola Services spans all phases of your communication network lifecycle. Motorola Radio Rental provides assurance while you are **Supporting** your operations. This product exists within the Parts and Accessories segment of Motorola Services.

## Who benefits from Radio Rental?

Organizations requiring flexible communication solutions without capital expenditures.



### Radio Rental Program: Defined

Communication activity often spikes; special events, emergency response, or short-term projects can increase your equipment needs. Technology migration creates another scenario in which equipment is used for a limited amount of time. When capital is required elsewhere, or a future purchase suggests product evaluation, flexibility is again ideal. The Radio Rental Program offers an affordable interim solution for your mission critical communication.

Motorola Radio Rental is a comprehensive and responsive program providing rental equipment for all types of applications. Choose from a wide

inventory of equipment. The term of the rental can be as long as required. The program ensures professional service with all rentals; including round-trip shipping with packaging and labels for easy return.

With Motorola Radio Rental, you select the products and accessories that your circumstances demand. Motorola will customize the package to your situation. As newer and advanced products are introduced Radio Rental makes them available. Coverage options allow commercial carrier or private system use. You achieve the solution that serves your immediate needs.

**In their own words:** “‘Sudden service’ capabilities have made the difference during planning of communications for major events. The Motorola team has the ability to produce every necessary technology.”

Tom Brewer, Consultant to NBC Sports

What Radio Rental Offers:	What it means to you:
Multiple Technologies Available	Different markets have different technology requirements with access to a complete portfolio of two-way communications. The portfolio includes UHF/VHF/800 and 900 MHz, and iDEN technology: allowing all market needs to be met.
Immediate Delivery for In-Stock Products	The security of knowing that equipment will be delivered on time for events or when an emergency arises.
Quick Turnaround Time	Next day delivery ensures equipment is available when needed.
Wide Variety of Accessories Available	Accessories available to ensure maximum coverage and performance reliability of rental equipment.
✓ On-Spec	<b>Reliability:</b> All units sent are in compliance to current and published product specifications. Assurance of optional performance, as well as safety.
✓ Uptime	<b>Reliability:</b> Commitment to ensuring that rental equipment meets customer requirements and will work within a system or independently.
✓ Response Time	<b>Rapid Response:</b> If equipment fails or does not meet requirements, commitment to repair or replace equipment through clear steps and processes, and defined escalation procedures.

## The Assurance Program

Radio Rental is backed by The Assurance Program, a set of standards designed to assure superior service delivery. Radio Rental adheres to specific measures in the **Reliability** and **Rapid Response & Restoration** standards.

PARTS AND ACCESSORIES	Reliability		Routine				Rapid Response & Restoration	
	On-Spec	Uptime	Repair Cycle Time	Reporting	Scheduled Frequency	Cost Efficiency Metrics	Response Time	Restoration Time
Radio Rental	✓	✓					✓	



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