



MOTOROLA SOLUTIONS RADIO RENTAL PROGRAM FOR CRITICAL INFRASTRUCTURE

PROGRAM OVERVIEW

Sometimes, you need more radio support than you planned for. Anything from scheduled activities such as plant turnarounds to unexpected events like public safety emergencies or severe weather storms require accurate communication. However, issues of capital budget and on-time delivery are common challenges when planning for large-scale or unplanned incidents.

The Motorola Rental Program can help you rise to these challenges quickly, easily, and cost-effectively. Two-way radios may be rented for as little as one week or as long as they are needed. Radios are pre-packaged with commonly used accessories, and prior to shipping, radios can be programmed to your requested frequencies or set to standard frequencies to be programmed upon arrival. Motorola offers a variety of radios to support your communication requirements.

"In preparation for the historic Papal visit in the city of Philadelphia, I received a last-minute request from City public safety agencies for 2,000 800Mhz radios. Given that the request came in just two weeks prior to the events there was no possibility of purchasing this many radios in time... the team really came through for us in a jam and if the need for rental radios ever arises in the future, we would use Motorola again."

— **Raymond J. Hayling, II**
Deputy CIO, Chief
Telecommunications Officer,
Chief Public Safety
Communications Officer &
Director of 911 Administration
City of Philadelphia

KEY BENEFITS

- Economies of scale for burst capacity applications
- Same/next day shipping for public safety emergencies
- Next day advanced replacement
- Exposure to new technology before making a capital commitment
- Intrinsically safe radios available upon request
- Flexible pricing
- Free round trip shipping

WHO CAN TAKE ADVANTAGE OF RENTING RADIOS?

- Utility companies experiencing an unexpected emergency
- Organizations with a limited budget to support long-term radio needs
- Oil and gas corporations for scheduled turnaround work activities and new construction project



CUSTOMER SUCCESS STORIES

SUPER BOWL 50 SANTA CLARA, CA

Over 71,000 people attended Super Bowl 50 on February 7, 2016. The Bay Area saw an increase of over 1.1 million tourists in the week leading up to the big game. To prepare for this influx, the city of Santa Clara reached out to Motorola. They rented several hundred APX radios to equip the additional police patrols required to support this landmark event.

Motorola's rental team partnered with the local Motorola support team to ensure the radios were programmed and ready to go when the fans started arriving.

As a result, the Bay Area's emergency response teams and the Santa Clara Police Department were securely connected with mission-critical devices and the fans celebrated a successful Super Bowl 50.



POPE FRANCIS VISITS THE US PHILADELPHIA, PA

Pope Francis' historic visit to the United States in 2015 drew huge crowds wherever he visited. In Philadelphia, PA, the city saw its population double during his visit, culminating with over 1 million people attending his Sunday Mass.

To support this massive influx of visitors and the vast security requirements to protect the Pope, the city needed additional support. With less than three months to plan for this visit, the city faced an aggressive timeline.

Despite the limited time to plan for this event, the Motorola Rental Team, the local Motorola Account Team and the city of Philadelphia worked together to ensure that 2,000 additional radios were programmed and distributed in time for the Pope's arrival. The Pope's visit went off without a hitch and the communications equipment operated flawlessly.



CANADA PAN AMERICAN GAMES TORONTO, CANADA

The 2015 Pan Am Games was the largest multi-sport event Canada hosted that year. The city of Toronto saw an increase of over 250,000 visitors and 6,312 athletes in their city over a two week period. The city knew that in order to keep the city, the athletes, and visitors safe, they needed additional temporary assistance from other local law enforcement agencies.

Toronto's public safety agencies had experience with Motorola's rental program, having rented over 6,000 APX radios to support the Global G8 and G20 Summits in 2010. They did not hesitate to enlist Motorola's support for this event as well.

For the Pan Am Games, over 1,000 APX radios and accessories were programmed, labeled, inventoried and delivered on time and worked flawlessly throughout the event.





FREQUENTLY ASKED QUESTIONS

CRITICAL INFRASTRUCTURE RADIO RENTAL PROGRAM

Q: Is there a minimum, or a maximum, rental period?

A: Radios must be rented for a minimum of one week. There is no maximum time limit.

Q: Is there a minimum or a maximum number of units that can be rented?

A: There is no minimum requirement. Maximum numbers are determined based on availability.

Q: How much does it cost to rent radios?

A: Rental rates are determined by length of time rented, quantity and type of equipment, and customer profile. Call the Rental Team at 888-736-8567 for unit price and availability. Rates are subject to change without notice.

Q: Who do I contact to place an order for Radio Rental?

A: Call Motorola Rental at 888-736-8567 or email us: radioental.requests@motorolasolutions.com

Q: What type of equipment is available to rent?

A: APX, MOTOTRBO, and business radio models are available in most models, bands, and configurations.* Most audio accessories, batteries, and carry solutions are also available with a radio rental.**

Q: How do I extend my rental term? Can I cancel my order? Does Motorola guarantee the availability of its rental equipment?

A: No. Rental equipment is reserved upon receipt of your signed contract on a first-in, first-out basis. However, future inventory availability cannot be guaranteed. Delayed returns from other customers can negatively impact equipment availability during periods of peak demand. Also, during public safety emergencies, Motorola may be called upon to provide assistance to first responders and incident management personnel using our finite rental inventory. Although infrequent, Motorola may have to re-prioritize reserved equipment and/or distribution center resources in a way that impacts availability and/or scheduled ship dates of rental contracts. In such situations, Motorola will make every commercially feasible effort to provide a substitution.commercially feasible effort to provide a substitution.

Q: Does Motorola provide frequencies?

A: The Rental Team can send default frequencies or program rental radios to the desired frequencies per those radios' specifications as defined by a programming template or provided code plug.

Q: What if rental equipment is lost or stolen while in my possession?

A: You will be billed for the replacement cost of the equipment; however, if you find and return the equipment within 60 days you will receive a full refund. If material is found and a refund issued, you are responsible for all rental charges up until the refund date. A copy of a police report or an insurance claim is required for stolen radios. You will be responsible for all rental charges up until the date the unit is reported stolen.

Q: How is replacement value determined?

A: A radio's replacement value is typically the list price at the time the radio was acquired by the Motorola Rental Team. Models discontinued from the factory may have a higher attributed value due to higher maintenance costs and parts scarcity. Certain configurations, encryptions, and specialized models may also have a premium added to the unit's replacement value.

Q: Why do I have to pay full replacement value if my company gets a reseller discount on purchases?

A: Reseller discounts do not apply to the replacement of Motorola assets as rental equipment and such rental equipment is not intended to be resold. It is assumed that any replacement fees would be passed through to the user customer at a \$0 margin (user price).

Q: Can I buy the equipment I've rented?

A: No. The rental department is prohibited from selling assets owned by Motorola Solutions.

Q: What if the equipment is damaged while in my possession?

A: If equipment is damaged beyond repair, you will be billed for the replacement cost of the equipment; if the equipment is repairable, you will be charged a depot flat rate for the repair.

Q: What if I want to return the equipment early?

A: may be returned early, but there is no credit for early returns.

Q: How do I extend my rental term?

A: Please call the Rental Team at 888-736-8567 if you wish to extend rentals for a specific time period. Contracts are automatically extended for 30 days if the equipment is not returned on time and this may result in billing discrepancies. You are responsible for paying for the time the equipment is in your possession.

Q: How much time do I have to return the equipment?

A: You have one day after the termination of the contract to return equipment to Motorola using the provided pre-paid return label(s). For additional return labels, please call the Rental Team at 888-736-8567 with your request. If the equipment is not received on time, our system will auto-generate a 30-day rental invoice.

Q: Can I cancel my order?

A: Yes, but a 20% cancellation fee will be applied to any order that has been canceled within less than 24 hours' notice. Additional transportation and programming charges may be added to the cancellation fee if applicable.

Q: What risks will Motorola assume if I sub-rent equipment to another customer?

A: None. Motorola's Rental Agreement defines the nature of the business transaction/relationship between Motorola and the Rental Customer. Any Agreement between Motorola Solutions' customers and third parties is strictly their own and will have no bearing on Motorola Solutions' rental policies, billing periods, or equipment replacement philosophy.

Q: What if I dispute equipment Motorola says is missing from my return?

A: If there is a dispute on missing equipment, several steps are taken to audit the returns associated with the contract in question depending on the specifics. If these steps validate the dispute the appropriate credit will be issued.

The weight of the return is compared to the weight of the outbound shipment.

Three separate inventory management reports are checked for discrepancies:

- Ship Dock Report – an all-inclusive record of inbound shipments as they arrive on the dock (should tie to Fed Ex tracking number proof of delivery record.)
- Inbound Receipt Report – a manual report detailing box count and contract numbers received in the Rental Reconciliation area. (= / < 1 day of Ship Dock Report date).
- Inbound Receipt Log – a manual log of the contents of each tracking number.

The rental operating system is checked for serial number and/or barcode scan histories; total non-serialized inbound counts are checked against actual inventory on-hand and outbound counts.

Physical warehouse audits and cycle counts are performed at regular intervals.

**Not all equipment, encryptions and/or configurations are available to all customers.*

***Accessory rentals require a coordinated radio rental. Contact the rental team if you need an exception.*

For more information about the Radio Rental Program, contact your Motorola representative or visit https://www.motorolasolutions.com/en_us/solutions/device-rental-for-critical-infrastructure.html



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