



**(For Information Only)**

## **MOTOROLA CUSTOMER SUPPORT PLAN**

Prepared For :

**Commonwealth of Virginia - SAMPLE CSP**

**10000 Midlothian Turnpike**

**Midlothian, VA 23235**



## REVISION HISTORY

The following table lists the revision history of this document. The information contained in this document is subject to revision and is intended to be reviewed and updated periodically.

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## 1. Introduction

Your Customer Support Plan contains everything you need to know to take advantage of the services provided in your contract. This support plan was designed to help transition you from the pre-sales, staging, and installation phases to the delivery of life cycle support services for your system. Motorola supports your communication system with several expert service groups, each performing a specific function and working together to provide you with fast response and quick closure to issues.

You can be confident of receiving the highest level of service, as you would expect from the world's communication leader. In 1988, Motorola's commitment to corporate quality was recognized by Congress and the Department of Commerce by being awarded the first Malcolm Baldrige National Quality Award. Then, in 2002, Motorola received its second Malcolm Baldrige Quality Award for manufacturing in the Commercial Government and Industrial Solutions Sector (CGISS) . Our commitment to quality assures our customers of the very finest and most timely service available.

Recently, Motorola introduced a major corporate-wide initiative -- 5NINES: SYSTEM AVAILABILITY. Our ability to provide highly available, easy-to-use systems is critical to our fundamental objective of Total Customer Satisfaction and our position as a communications industry leader. 5NINES, or 99.999% availability (no more than 5 minutes total downtime per year), is the telephony standard to which all Motorola wireless systems aspire. The Corporation has committed to a new design culture, ease of use and operational simplicity, robustness metrics, and common platforms and network architecture.

The Terms and Conditions of your Agreement and all its other Exhibits will take precedence over this Customer Support Plan. In case of any contradiction, please contact the Motorola representative(s) below.

Please take a moment to review your Customer Support Plan. Your Account Executive or Customer Support Manager can answer any further questions you may have.

### Customer Support Manager

Your Motorola Customer Support Manager provides coordination of support resources to enhance the quality of service delivery and to ensure your satisfaction. The Customer Support Manager (CSM) is responsible to oversee the execution of your support contract (maintenance or warranty) by serving in the role of customer advocate. They serve as a point of contact for issue resolution and escalation, monitoring of our contractual performance, providing review and analysis of process metrics and fostering a relationship for continuous improvement with customers.

Any changes to the information in this document should be communicated to your Customer Support Manager as soon as possible.

Your Customer Support Manager is:	<b>Jayne Deck</b>
Phone:	<b>(804) 639-5593</b>
Email:	

### Account Manager

Your Account Manager serves as your contact for information on new products and services, expansion of communications to meet growth needs for your organization, and ensure your satisfaction.

Your Account Manager is:	<b>David Dip</b>
Phone:	<b>(804) 935-0985</b>
Email:	



## 2. Overview of Services

This section briefly describes the services Commonwealth of Virginia - SAMPLE CSP will receive under your contract. For further details, on the terms of your contract or your contracted Statement of Work, please contact your Customer Support Manager or Account Executive.

### **Enhanced System Support**

Enhanced System Support (ESS) provides Commonwealth of Virginia - SAMPLE CSP with a comprehensive set of services during the Communication System Agreement warranty period. The ESS program supplements the Motorola standard warranty to provide Commonwealth of Virginia - SAMPLE CSP a seamless single point of contact for all your service needs. Each of the services included with ESS are described in this section.

### **Dispatch Service**

The System Support Center's (SSC) Call Center Operations is the central point of contact for all your technical customer service requests. Their function is to manage all calls so the request will be tracked and monitored from beginning to end, via the Case management process. With detailed accounts of each customer system at our fingertips, Customer Support Representatives are trained to prompt the caller for information necessary to understand the situation and determine the next steps to be taken. The team tracks the status of your Case and ensures that all personnel involved have access to your information. If a problem is experienced during the Case management process, the Customer Support Representative may escalate the issue to the appropriate service management team. Appropriate action will be taken to resolve the issue and ensure customer satisfaction and Motorola compliance to our contracted commitments.

### **Network Monitoring Service**

#### Integrated Network Monitoring Service

With Network Monitoring Service, your System is electronically monitored for Events that are detected and forwarded to the Motorola System Support Center using the Integrated Network Management™ tools. The System Support Center is staffed with highly trained technologists, who acknowledge the Event, run available diagnostic routines, initiate an appropriate response.

### **OnSite Infrastructure Response**

If the Call Center Operations determines that hands-on support is needed to resolve the problem, they will dispatch the appropriate Motorola Local Service Provider to perform repairs, such as exchange frus, or take other appropriate action.

OnSite Infrastructure Response provides for on-site Motorola Local Service Provider response as determined by pre-defined severity levels and response times in Section 7 of this document. Severity 1 issues are dispatched twenty four (24) hours a day, three hundred sixty five (365) days a year including holidays.

The standard Response time is 4 hours or less for Severity 1 events.

### **Infrastructure Repair**

In the event the Motorola Local Service Provider finds a malfunctioning board/unit at the site location, the Motorola Local Service Provider will contact the System Support Center's Call Center to request a return authorization (RA) number. The Motorola Local Service Provider will remove the malfunctioning board/unit and ship to the Infrastructure Depot Operations Center (IDO) in Elgin, IL for repair.

Upon receipt of malfunctioning equipment, the IDO will fully system test and repair malfunctioning Motorola manufactured boards/units down to the component level utilizing automated test equipment. A system test is performed to ensure that all software and hardware is set to current customer configuration. If the unit is not manufactured by Motorola, the unit may be returned to the Original Equipment Manufacturer (OEM) for repair



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or other third party vendor for repair. Motorola will coordinate and track third-party equipment sent to the original equipment manufacturer or third party vendor for service.

Once the equipment is received from the IDO, the Motorola Local Service Provider will either re-install the equipment or return to the customer's spare inventory.

## **Advanced Replacement**

Upon availability, Motorola will send via overnight delivery service an advanced field replacement unit(s) (FRU) in exchange for your malfunctioning unit(s). Motorola's IDO will provide new or reconditioned units as FRU. Malfunctioning unit(s) are evaluated and repaired by the IDO and returned to the IDO's FRU inventory upon completion of repair. Non-standard configurations and Customer-modified units are excluded from this service.

## **Local Radio Support**

Local Motorola Service Providers determine if a radio can be repaired immediately or requires additional services. The Local Radio Support includes removal and reinstall of serviced mobile radios from their vehicles. The customer is responsible for bringing the radio to the local service facility for service.

## **Subscriber Radio Repair**

If the customer's technician determines that a radio requires repair services, they will remove the unit from the vehicle if necessary, and ship the radio to the Motorola repair facility. Motorola's Radio Repair provides component level repair of all Motorola manufactured portable and mobile radio communications equipment at a Motorola facility. The repair center tests and repairs malfunctioning radios down to the component level utilizing state-of-the-art test equipment. Upon completion of the repair, the Motorola repair facility will return ship the radio for reinstallation by the customer's technician.

## **Technical Support**

Technical Support is available 7 days a week, 24 hours a day for Severity 1 issues, as defined in Section 7. The Motorola System Support Center's staff will work with your local service organization or technicians to handle questions related to your Motorola 2-way communications system. The SSC's System Technologists may dial into a system to more clearly define a problem and determine the area of failure in order to decide on the most suitable action plan. If the problem is beyond the scope of the SSC's staff, they will contact key personnel who are involved with the design, development, and manufacture of your communication products for resolution.

## **Software Subscription Agreement**

The Software Subscription Agreement provides notification of periodic Motorola Software Enhancement Releases and Core Releases for use with upgrade-capable Motorola Equipment covered under your contract. Bulletins announcing Enhancements and Core Releases will be mailed by Motorola. Software releases announced in the bulletins are available upon request.



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**Infrastructure Software Installation**

Infrastructure Software Installation provides the on site technical resources to install, test, and activate software enhancements and releases on the Customer System per the processes and procedures defined as a result of the Software Upgrade Design Service. Infrastructure Software Installation is only available in conjunction with Software Upgrade Design service.

**Software Upgrade Design**

Motorola's Upgrade Operations (UO) is comprised of a team of technical and program management experts knowledgeable in Motorola's Radio Infrastructure Products, the upgradeability of these products, and the System impact during the actual field upgrade implementation. UO will review System audit data along with a field generated equipment list to insure there will be no software incompatibilities between equipment that is not being upgraded versus that equipment which is being upgraded.

**System Survey and Analysis**

The System Survey and Analysis provides an annual operational test to ensure your Equipment meets original manufacturer's specifications.

**Special Product 1- UPS Support**

XXXXXXXXXXXX

**Special Product 2- Generator Support**

XXXXXXXXXXXX

**Special Product 3- Network Security**

XXXXXXXXXXXX



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### **3. Warranty and/or Service Agreement Information**

Customer Number: 10000000

Shipping Tag: 002

Billing Tag: 001

#### **Warranty Period**

Bid and quote number 11111.

Fixed equipment warranty start date 07/01/2004.

Fixed equipment warranty end date 06/30/2005



4.

Radio warranty start date 07/01/2004.

Radio warranty end date 06/30/2005.

#### 4. How To Obtain Services

##### How To Obtain Network Monitoring Service

Action	Information
	Upon receipt of an Event, the Network Monitoring Operations Team will create a Case and determine the severity level based on the definitions in Section 7.
	The Network Monitoring Operations Team will begin to diagnose an event by interrogating the system via the dedicated or dial up connection to the system.
Network Monitoring Notification of System Events for system types: Conventional; Private Data; SmartZone/OmniLink; Other	If remote fix is not possible, comments will be added to the Case and the Dispatch Operations center will follow the procedures for Dispatch Service for on site response.

Action	Information
Motorola accesses system for data acquisition for System Availability Reports	<p>Motorola will access the user server once a week on either a Sunday or Monday between 1:00 and 17:00 CST (CDT in summer) to obtain system availability and system performance raw data files.</p> <p>Motorola will download three files. These files are generated specifically for use by Motorola. The first file will contain a record of all outages experienced by each device in the Customer's System and the total number of seconds the device was unavailable during the previous week. The second file will contain all logged Events (alerts) from the previous week. The third file will contain formatted zone and site statistics giving Motorola additional data, which includes busies versus PTT data from the previous week.</p> <p>The file retrieval process will not affect system operations or call-processing capabilities, and does not result in system downtime.</p>

Action	Information
Network Monitoring Operations accesses System for INM.	<p>When an Event is generated by the System, a message is received via the dial-up connection at Motorola's SSC where the message is displayed graphically in Motorola's Network Monitoring Operation's Command and Control Center. Transmission of Event messages will not impact Customer's System performance.</p> <p>If remote diagnostics and/or Restoration is required based on Motorola's analysis of the Event, Motorola will access the System via the dial-up connection to cure the Event.</p>

##### How To Obtain Dispatch Service



Action	Information
Call the System Support Center	1-800-228-4500 (PIN 59000)

### SmartZone/OmniLink Sites

Provide System ID			
Site ID(s):	System / Name(s):	Site Address:	Monitored
SZ001	Commonwealth MASTER	Richmond, VA 22222	Y
SZ002D	Commonwealth DISPATCH	Richmond, VA 22222	Y
SZ002D	Commonwealth DISPATCH	Richmond, VA 22222	Y
SZ004	Commonwealth Remote 1	Richmond, VA 22222	Y
SZ004	Commonwealth Remote 1	Richmond, VA 22222	Y
SZ005	Commonwealth Remote 2	Richmond, VA 22222	Y
SZ006	Commonwealth Remote 3	Richmond, VA 22222	Y

### Private Data Sites

Provide System ID			
Site ID(s):	System / Name(s):	Site Address:	Monitored
No Sites	No Sites	No Sites	No Sites

### Conventional Sites

Provide System ID			
Site ID(s):	System / Name(s):	Site Address:	Monitored
No Sites	No Sites	No Sites	No Sites

### Other Sites

Provide System ID			
Site ID(s):	System / Name(s):	Site Address:	Monitored
No Sites	No Sites	No Sites	No Sites

Provide Your Information	Caller Name Contact Phone Number Description of problem Severity of system problem determined at this time. Time available for call back Email address
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Standard Response Time	<u>RESPONSE</u> Severity 1: 4 hours Severity 2 * 4 hours Severity 3 * 1 day <i>*Standard Business Days/See Section 7 for Severity Level definitions.</i>
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Case Number Generated	Caller will receive a Case number for tracking the service request.
Check Status	The caller may check the status of a Case at any time by calling the System Support Center at 1-800-228-4500 (PIN 59000).



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Case Number Assignment	The Customer Support Representative will determine a course of action and assign the Case to the appropriate group.
Notification of CASE Activity	<p>The following persons at Commonwealth of Virginia - SAMPLE CSP will be notified when the following events occur on a Case: Open, Assigned, Site Arrival, Deferred, Closure.</p> <p>The people will be notified via pager or email as indicated below: Commonwealth of VA Employee Name: xxx.xxx.com Commonwealth of VA Employee Name: xxx.xxx.com</p>
Coordination of Repair	<p>The Motorola Local Service Provider will exchange FRUs/components/assemblies, or take other appropriate action to restore the system.</p> <p>If the problem is found to be power related, Commonwealth of Virginia - SAMPLE CSP will be responsible to coordinate the resolution.</p> <p>If the problem is found to be antenna, or telco related, Commonwealth of Virginia - SAMPLE CSP will be responsible to coordinate the resolution.</p> <p>If the problem is found to be telco related, Commonwealth of Virginia - SAMPLE CSP will be responsible to coordinate the resolution.</p>
Verification	<p>Once the issue is resolved, the Motorola Local Service Provider will call the SSC Call Center to request verification.</p> <p>To verify proper system operation, the Customer Support Representative will call: Primary Contact: Comm Directors Name at (100) 200-3000 Alternate Contact: at</p> <p>If Comm Directors Name cannot be reached immediately, will be tried. If neither contact can be reached, the case will be closed 20 minutes from the initial attempt and the Motorola Local Service Provider will be released from the Site.</p>
Case Number Closure	Once the issue has been verified, the Motorola Local Service Providers repair notes will be documented in the Case and the Case will be closed.

## How to Obtain Technical Support



Action	Information
Call the System Support Center	1-800-228-4500 (PIN 59000)

### SmartZone/OmniLink Sites

Provide System ID			
Site ID(s):	System / Name(s):	Site Address:	Monitored
SZ001	Commonwealth MASTER	Richmond, VA 22222	Y
SZ002D	Commonwealth DISPATCH	Richmond, VA 22222	Y
SZ002D	Commonwealth DISPATCH	Richmond, VA 22222	Y
SZ004	Commonwealth Remote 1	Richmond, VA 22222	Y
SZ004	Commonwealth Remote 1	Richmond, VA 22222	Y
SZ005	Commonwealth Remote 2	Richmond, VA 22222	Y
SZ006	Commonwealth Remote 3	Richmond, VA 22222	Y

### Private Data Sites

Provide System ID			
Site ID(s):	System / Name(s):	Site Address:	Monitored
No Sites	No Sites	No Sites	No Sites

### Conventional Sites

Provide System ID			
Site ID(s):	System / Name(s):	Site Address:	Monitored:
No Sites	No Sites	No Sites	No Sites

### Other Sites

Provide System ID			
Site ID(s):	System / Name(s):	Site Address:	Monitored:
No Sites	No Sites	No Sites	No Sites

Case created	Caller will receive a Case number
Technical Support Response Times	<b>RESPONSE*</b> Severity 1: Within 1 hour Severity 2: Within 2 hours Severity 3: Within 24 hours * Severities Defined in Section 7

Problem Diagnosis & Issue Resolution	The SSC's System Technologists may dial into a system to more clearly define a problem and determine the area of failure in order to decide on the most suitable action plan. If the problem is beyond the scope of the SSC's staff, they will contact key personnel who are involved with the design, development, and manufacture of your communication products.
Case Closed	Upon resolution of the issue, the SSC will close the Case.



## How to Obtain Infrastructure Repair

Action	Information
Retrieval of Equipment	The procedures for Dispatch Services will be followed and the Motorola Local Service Provider will retrieve the malfunctioning equipment.
Ship to IDO	The Motorola Local Service Provider will obtain a Return Authorization (RA) number, and ship the equipment to the IDO for repair.
Repair of Equipment	The IDO will receive the equipment, system test and repair malfunctioning Motorola manufactured boards/units down to the component level utilizing automated test equipment. If the equipment is not manufactured by Motorola, the unit may be returned to the Original Equipment Manufacturer (OEM) or third party vendor for repair.
Return of Equipment	IDO will return repaired equipment via FedEx or UPS' 2 day delivery service. Return delivery is paid by Motorola.
Re-install of Equipment	The Motorola Local Service Provider will either re-install the serviced unit or return the equipment to your spare inventory.

## How to Obtain Advanced Replacement Service

Action	Information
The procedures for Dispatch Service will be followed.	If during the delivery of Dispatch and OnSite Infrastructure Response services, the Motorola Local Service Provider identifies the need for an advanced replacement unit(s) FRU, the Motorola Local Service Provider will call the SSC and request an exchange board.
Provide Information	<p>The Motorola Local Service Provider will provide the component description, model number, serial number, type of system and firmware version, and site location FRU is to be delivered.</p> <p>Customer must provide a purchase order number for billing for any additional costs. Typical charges are for components not returned, or shipments and handling charges outside of normal business hours.</p>
FRU shipment	<p>FRU will be programmed to customer's template, if provided. If no template is provided or is not usable, a generic template will be used.</p> <p>FRU are shipped next day air via Federal Express Priority Overnight or UPS Red unless otherwise requested. Shipments other than these programs, NFO (next flight out), are subject to additional charges.</p> <p>Motorola pays shipping and handling charges during normal operating hours of Monday through Friday 7:00am to 7:00pm CST. Anything outside of these hours are subject to additional shipping and handling charges.</p> <p>Motorola will provide a return air bill with the FRU for return the malfunctioning unit.</p>
Ship Malfunctioning Unit to IDO	After receiving the IDO's FRU, the Motorola Local Service Provider will package the malfunctioning unit and ship it to



	the IDO within 5 days.  Please reference the return air bill to ensure proper tracking of the return.
Install the Exchange FRU	The Motorola Local Service Provider will install the FRU or replenish spare inventory.

**How to Obtain System Survey and Analysis**

Action	Information
System Survey and Analysis	The SSC will notify Motorola Local Service Providers to schedule the System Survey and Analysis with the Customer based on the pre-determined schedule below.

**System Survey and Analysis Schedule:**

Site ID	Month/ Year	Address of Site	Service Provider for Site
SZ001	January 2004	Richmond, VA 22222	MSS/Customer
SZ002D	January 2004	Richmond, VA 22222	MSS/Customer
SZ002D	January 2004	Richmond, VA 22222	MSS/Customer
SZ004	January 2004	Richmond, VA 22222	MSS/Customer
SZ004	January 2004	Richmond, VA 22222	MSS/Customer
SZ005	January 2004	Richmond, VA 22222	MSS/Customer
SZ006	January 2004	Richmond, VA 22222	MSS/Customer

**How to Obtain Software Subscription Releases**

Action	Information
Receive Bulletins from Motorola	Bulletins will be mailed to Comm Directors Name Sreet Name Richmonda, VA 22222  System Manager 111 Street Name Richmond, VA 22222
Call Motorola to request the upgrade or enhancement	Call the System Support Center at 1-800-228-4500 (PIN 59000) to request the upgrade. The SSC will initiate the processes for Software Upgrade and Infrastructure Software Installation services.

**How To Obtain Software Upgrade Design Services**

Action	Information
Call your Customer Support Manager to request a Software Enhancement Release (SER).	Contact your Customer Support Manager to request a software upgrade. The Motorola CSM will open a case with the SSC for Software Upgrade Design services. You will receive a case number from the CSM to track your request.

**How To Obtain Infrastructure Software Installation Services**

Action	Information
Contact your Customer Support	Pursuant to receiving a Software Enhancement Release



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Manager	(SER) and Software Upgrade Design services, your Customer Support Manager will make the necessary arrangements in conjunction with Commonwealth of Virginia - SAMPLE CSP.
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## How to Obtain Subscriber Radio Repair

Action	Information
Radio(s) are delivered or taken to the Motorola Local Service Provider facility	The Motorola Local Service Provider will diagnose radios and perform first echelon repairs. If further service is needed, the Motorola Local Service Provider will remove the radio from the vehicle.
The Motorola Local Service Provider will package the radio and send to the Radio Support Center in Rockford for repair via overnight delivery service.	
Repair Radio(s)	The Radio Support Center will repair the radio and return via overnight delivery service to the Motorola Local Service Provider.
Return Radio(s)	Upon the Motorola Local Service Provider receiving the repaired radio from the RSC, the Local Service Provider will notify the Customer for pick-up of the unit or schedule reinstall of the unit at the service facility.

## How to Obtain Reports

### Dispatch Services Reporting

Your Customer Support Manager will provide Activity Reports on a periodic basis.

### Network Management Service Reporting

Your Customer Support Manager will provide System Availability Reports on a periodic basis.

## How to Obtain Special Products

### How to Obtain UPS Support

Action	Information
xxxxxxxxxxx	Call Motorola

### How to Obtain Generator Support

Action	Information
xxxxxxxxxxx	Call Motorola

### How to Obtain Network Security

Action	Information
xxxxxxxxxxx	Call Motorola



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## 5. Above Contract Services

Services that need to be performed that are not covered by the Agreement are considered 'above contract' and are billable to Commonwealth of Virginia - SAMPLE CSP. Any above contract work must be authorized or work will not be billable and cannot be performed. Please refer to your Agreement for the Statements of Work and Terms and Conditions for the services that Commonwealth of Virginia - SAMPLE CSP has purchased

The following person will be contacted for approval on above contract work:

**Above Contract Customer P.O. Authorization:**

Name: Comm Directors Name

Phone: (100) 200-3000

Fax: (100) 200-3000



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## 6. Glossary of Terms and Acronyms

**CASE NUMBER:** The number assigned to a customer's request for service. The SSC Call Center electronically tracks all Case Numbers to assure customer satisfaction.

**CSM:** Customer Support Manager

**CSP:** Customer Support Plan

**ETA:** Estimated time of arrival is an estimate of when the field technician will arrive at the customer's site.

**FRU (Field Replaceable Unit):** A FRU is a Field Replaceable Unit which is any module or board which can be removed from a piece of fixed equipment and exchanged with an identical module or board.

**IDO:** Infrastructure Depot Operations

**MOTOROLA LOCAL SERVICE PROVIDER:** A Motorola authorized service provider or a Motorola Field Technical Representative.

**RA:** Return Authorization needed by the System Support Center prior to sending equipment in for repair.

**RESPONSE:** Response times are defined as having an on-site technician, a remote systems technologist or a remote network specialist having taken assignment of the issue and working on the system.

**RSC:** Radio Support Center

**RSS:** Radio Service Software

**SEVERITY:** Each incoming call is assigned a severity level of Severity One, Two, or Three. Severity levels determine the Response Time Commitments. See Section 7 for your Severity Level definitions.

**SSC:** System Support Center



## 7. Severity Level Definitions

Severity Level Matrix	
Severity Level	Problem Type (If applicable)
Severity 1	Major System Failure Dispatched 7 x 24 x 365 days. 33% degraded
Severity 2	Significant System Impairment Dispatched 8 x 5 Monday - Friday, standard business days
Severity 3	Technical Question = Upgrades or intermittent problems, System problems presently being monitored Parts Question Technician is not on site, has questions concerning a problem. Work to be performed at a later time. 8 x 5 Monday - Friday, standard business hours
Severity 4	Scheduled Maintenance, Scheduled upgrades

### Monitoring Alarms

#### SmartZone and SmartZone/OmniLink INM Severities

##### SEVERITY 1 EVENTS

Events
Database Server Down
User Server Down
UCS Server Down
Switches – all remote sites to Site Trunking
ZC1 - Zone Controller Down
ZC / M – Zone Manager Down
Interzone Issues ( <i>OL System Only</i> )
Port Issues
CEB Issues
Ambassador Links and Slots
Zone Controller
MUX
Internet / Router Issues
Internet Link issues
Sites Down – Site Unknown/Not Wide/Failsoft
. Occurrence >= 5 minutes, 3 occurrences in 30 minutes, 5 occurrences in 60 minutes
Synch Cards
Agents (SSC )
Trap Forwarder (SSC )



<b>DIU / CIU if &gt;=33% Down</b>
<b>&gt;=33% of Site Channels Down</b>
<b>&gt;=33% down of any Severity 2 device</b>
<b>Intermittent problems #/time</b>
<b>Base A/D/I Path</b>
<b>BaseDIRPath</b>
<b>TAC A/I/DI Path</b>

!	<b>NOTE</b>	All <b>Severity 1</b> events that are >=33% are dispatched on a 24x7 basis. All other events will be treated as Severity 2.
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## **SEVERITY 2 EVENTS**

<b>Events</b>
<b>Zone Manager</b>
<b>New Fault</b> ** If remote restoration is not possible, then the event is upgraded to a <b>Severity 1</b>
<b>Intermittent problems</b>
<b>DIU - Single Site Channels Down</b>
<b>CIU - Single Site Channels Down</b>
<b>Wireline - Single Site Channels Down</b>
<b>Rx / Tx / RTIB / TIB / RIB / Base Stations - Single Site Channels Down</b>
<b>All Other Issues - TBD</b>

!	<b>NOTE</b>	All <b>Severity 2</b> events are dispatched on a Same Business Day (SBD) schedule, Monday – Friday from 8:00am – 5:00pm.
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## **Private Data (PVDT) INM Severities**

### **SEVERITY 1 EVENTS**

<b>Events</b>	<b>Severity Code</b>
<b>PVDTrncHostLink</b> The communications link between the host and RNC	1
<b>PVDTrncRncLink</b> The communication link between Redundant RNCs	1
<b>PVDTrnc</b> RNC Events. The radio network controller providing data communications interface between radio frequency networks and one or more fixed host computers	1
<b>RncAgentPvdt</b>	1



SNMP Agent Events	
<b>WngFLMJostLink</b> The communication link between the host and WNG	1
<b>WngHardware</b> WNG hardware related events	1
<b>WngRNCLink</b> the communication link between the RNC and WNG	1
<b>WngSoftware</b> The WNG software	1
<b>WngAgentPvdt</b>	1
<b>LightStat</b> MOSCAD - A grouping of environmental objects related to the light sensors of a site	1
<b>MwMuxStat</b> MOSCAD - A grouping of Microwave objects related to a Multiplexer	1
<b>MwRadioStat</b> MOSCAD - A grouping of Microwave objects related to a Radio device	1
<b>MwSpuStat</b> MOSCAD - A grouping of Microwave objects related to a Service Power Unit (SPU) device	1
<b>PowerStat</b> MOSCAD - A grouping of environmental objects related to power devices of a site	1
<b>PremisysCardStat</b>	1

Events	Severity Code
<b>PremisysCardStat</b> MOSCAD - A grouping of Premisys TeNSr cannel bank objects that are related to the Premisys card	1
<b>SecurityStat</b> MOSCAD - A grouping of environmental objects related to the security sensors of a site	1
<b>MosopAgentOL</b>	1
<b>IntelliSwitch 2000</b> RNC event	1
<b>PVDTabswitch</b> RNC event	1

Total Severity 1 Events = 19

<b>!</b>	<b>NOTE</b>	All <b>Severity 1</b> events that are $\geq 33\%$ are dispatched on a 24x7 basis. All other events will be treated as Severity 2
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### SEVERITY 2 EVENTS

Events	Severity Code
<b>PVDTrncBSLINK</b> The communication link between the Base Station and the RNC	2
<b>PVDTrncBS</b> The Base Station for the RNC	2



**Total Severity 2 Events = 2**

!	NOTE	<p><b>Cases to be verified the Next Business Day from a deferral that have cleared DO NOT require dispatching a Service Provider to the site.</b></p> <p><b>Watch carefully for reoccurring or intermittent events/issues and dispatch accordingly!</b></p>
!	NOTE	<p>All <b>Severity 2</b> events are dispatched on a Same Business Day (<b>SBD</b>) schedule, Monday – Friday from 8:00am – 5:00pm.</p>

**Total Private Data Events = 21**



## 8. CUSTOMER CONTACTS

*Please contact CSM if any of the information provided below has changed.*

### ***Customer Information***

#### **Customer:**

Commonwealth of Virginia - SAMPLE CSP  
10000 Midlothian Turnpike  
Midlothian, VA 23235  
USA

#### **Billing Contact:**

Comm Directors Name  
xxx.xxx.com  
Fax: (100) 200-3000

#### **Above Contract PO Authorization:**

Comm Directors Name  
xxx.xxx.com  
Phone: (100) 200-3000  
Fax: (100) 200-3000  
Pager: (100) 200-3000 Alphanumeric

#### **Contact for Service Escalations:**

Comm Directors Name  
xxx.xxx.com  
Work: (100) 200-3000  
Home: (100) 200-3000  
Cell: (100) 200-3000  
Pager: (100) 200-3000 Alphanumeric

#### **Customer Communications Director**

Comm Directors Name  
Work: (100) 200-3000  
Home: (100) 200-3000  
Cell: (100) 200-3000  
Pager: (100) 200-3000 Alphanumeric  
xxx.xxx.com



## 9. SITE SUMMARY

Site Name: Commonwealth MASTER, System Type: SmartZone/OmniLink  
Site ID: SZ001 Site Type: Master Shared System Main ID:  
Address 1: 111 Street Address  
City/State/Zip: Richmond, VA 22222  
Site Contact Name/Phone: Comm Directors Name - (100) 200-3000  
Authorize Remote diagnostics: Y Site Monitored: Y  
Date of System Survey and Analysis: January 2004  
Service Provider: Customer  
Warranty End Date: 06/30/2004

Site Name: Commonwealth DISPATCH, System Type: SmartZone/OmniLink  
Site ID: SZ002D Site Type: Dispatch Shared System Main ID:  
Address 1: 111 Street Address  
City/State/Zip: Richmond, VA 22222  
Site Contact Name/Phone: Comm Directors Name - (100) 200-3000  
Authorize Remote diagnostics: Y Site Monitored: Y  
Date of System Survey and Analysis: January 2004  
Service Provider: Customer  
Warranty End Date: 06/30/2004

Site Name: Commonwealth DISPATCH, System Type: SmartZone/OmniLink  
Site ID: SZ002D Site Type: Dispatch Shared System Main ID:  
Address 1: 111 Street Address  
City/State/Zip: Richmond, VA 22222  
Site Contact Name/Phone: Comm Directors Name - (100) 200-3000  
Authorize Remote diagnostics: Y Site Monitored: Y  
Date of System Survey and Analysis: January 2004  
Service Provider: Customer  
Warranty End Date: 06/30/2004

Site Name: Commonwealth Remote 1, System Type: SmartZone/OmniLink  
Site ID: SZ004 Site Type: Remote Shared System Main ID:  
Address 1: 111 Street Address  
City/State/Zip: Richmond, VA 22222  
Site Contact Name/Phone: Comm Directors Name - (100) 200-3000  
Authorize Remote diagnostics: Y Site Monitored: Y  
Date of System Survey and Analysis: January 2004  
Service Provider: Customer  
Warranty End Date: 06/30/2004

Site Name: Commonwealth Remote 1, System Type: SmartZone/OmniLink  
Site ID: SZ004 Site Type: Remote Shared System Main ID:  
Address 1: 111 Street Address  
City/State/Zip: Richmond, VA 22222  
Site Contact Name/Phone: Comm Directors Name - (100) 200-3000  
Authorize Remote diagnostics: Y Site Monitored: Y  
Date of System Survey and Analysis: January 2004  
Service Provider: Customer  
Warranty End Date: 06/30/2004

Site Name: Commonwealth Remote 2, System Type: SmartZone/OmniLink  
Site ID: SZ005 Site Type: Remote Shared System Main ID:  
Address 1: 111 Street Address  
City/State/Zip: Richmond, VA 22222



**MOTOROLA**

Site Contact Name/Phone: Comm Directors Name - (100) 200-3000  
Authorize Remote diagnostics: Y Site Monitored: Y  
Date of System Survey and Analysis: January 2004  
Service Provider: Customer  
Warranty End Date: 06/30/2004

Site Name: Commonwealth Remote 3, System Type: SmartZone/OmniLink  
Site ID: SZ006 Site Type: Remote Shared System Main ID:  
Address 1: 111 Street Address  
City/State/Zip: Richmond, VA 22222  
Site Contact Name/Phone: Comm Directors Name - (100) 200-3000  
Authorize Remote diagnostics: Y Site Monitored: Y  
Date of System Survey and Analysis: January 2004  
Service Provider: Customer  
Warranty End Date: 06/30/2004

<b>MOTOROLA</b>	<b><u>SIDE 1</u></b>
<b>Call Center Operations 1-800-228-4500 (PIN 59000)</b>	

## Commonwealth of Virginia - SAMPLE CSP Service Call Procedure for Fixed Infrastructure

### To Place a Service Call...

Step	What you need to do:	Information to Provide
1	Call Motorola Call Center Operations	1-800-228-4500 (PIN 59000)
2	Provide Your Customer Name	Commonwealth of Virginia - SAMPLE CSP
3	Type of Request	"I would like to open a service call."
4	Provide System & Site ID #	See Side 2 of this card
5	Identify the Severity Level	See <b>Severity Table</b> below
6	Your Name and Telephone Number	
7	Description of the Problem/Failure	As detailed as possible.
8	Record the Service Case Number provided to you by Motorola Call Center Operations for service call tracking purposes.	
	If on site support is required to resolve the service request, the Motorola Call Center Operations will dispatch the appropriate local field service provider.	
	<b>To inquire on the Status of a Service Call...</b>	
1	Call Motorola Call Center Operations	1-800-228-4500 (PIN 59000)
2	Provide Your "Customer" Name	Commonwealth of Virginia - SAMPLE CSP



**MOTOROLA**

3	Provide Type of Request	"I would like to check on the status of a service call."
4	The Service Case number assigned at the time the service call was opened.	The number you documented in Step #8

### SEVERITY LEVELS

#### Standard Severity & Response Times

Level	Response	Definition
Severity 1	4 hour Response	System/site down or extremely degraded
Severity 2	4 hour Response*	Degraded system/site
Severity 3	1 day Response*	Non emergency, non user effecting

 <b>MOTOROLA</b>	<b><u>SIDE 2</u></b>
<b>Call Center Operations 1-800-228-4500 (PIN 59000)</b>	

SmartZone/OmniLink Sites



<u>SYSTEM ID#</u>	<u>SITE NAME &amp; ADDRESS</u>
SZ001	Commonwealth MASTER - Master-SmartZone/OmniLink 111 Street Address Richmond, VA 22222 Comm Directors Name - (100) 200-3000
SZ002D	Commonwealth DISPATCH - Dispatch-SmartZone/OmniLink 111 Street Address Richmond, VA 22222 Comm Directors Name - (100) 200-3000
SZ002D	Commonwealth DISPATCH - Dispatch-SmartZone/OmniLink 111 Street Address Richmond, VA 22222 Comm Directors Name - (100) 200-3000
SZ004	Commonwealth Remote 1 - Remote-SmartZone/OmniLink 111 Street Address Richmond, VA 22222 Comm Directors Name - (100) 200-3000
SZ004	Commonwealth Remote 1 - Remote-SmartZone/OmniLink 111 Street Address Richmond, VA 22222 Comm Directors Name - (100) 200-3000
SZ005	Commonwealth Remote 2 - Remote-SmartZone/OmniLink 111 Street Address Richmond, VA 22222 Comm Directors Name - (100) 200-3000
SZ006	Commonwealth Remote 3 - Remote-SmartZone/OmniLink 111 Street Address Richmond, VA 22222 Comm Directors Name - (100) 200-3000

### Private Data Sites

<u>SYSTEM ID#</u>	<u>SITE NAME &amp; ADDRESS</u>
No Sites	No Sites

### Conventional Sites

<u>SYSTEM ID#</u>	<u>SITE NAME &amp; ADDRESS</u>
No Sites	No Sites

### Other Sites

<u>SYSTEM ID#</u>	<u>SITE NAME &amp; ADDRESS</u>
No Sites	No Sites



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