



Date: January 2009

To: Enterprise Mobility Services Employees in North America/Latin America
Motorola PartnerSelect Members

From: Greg Root — Director, Enterprise Mobility Services Marketing

Subject: Service from the Start Promotion

In conjunction with the release of Motorola Enterprise Mobility Software Support, Enterprise Mobility Services is pleased to announce a limited-time Service from the Start service agreement promotion.

From **January 2, 2009–June 30, 2009**, customers in North America and Latin America (NALA) can purchase a Service from the Start Customer Services agreement for Motorola Enterprise mobility products* purchased and shipped after January 1, 2008. Typically, customers must purchase a Service from the Start agreement up front with their Motorola hardware, or within 30 days thereafter.

Motorola's Service from the Start programs provide multiple years of seamless coverage and enhanced support over the standard warranty at a discounted price. In addition, this Service from the Start promotional program will help your customers protect their Motorola investments by ensuring they have a support program in place to keep their devices running at peak performance.

** This offer applies to currently shipping Motorola Enterprise Mobility hardware products for which multi-year Service from the Start agreements are currently available. The service agreement term will begin on the purchase date and run for the full term of the multi-year agreement.*

For More Information

For additional information on Motorola's new Software Support offer, please visit:

[Compass](#) | [PartnerSelect Hallway](#) | [Solution Builder](#) (part numbers and pricing)

If you have additional questions, please contact your NALA Services Sales Representative or:

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