

RFID Technical Consulting

Part Number: INS-RFID-ONS

The RFID Technical Consulting service supports the successful startup and continued operation of customers' business-critical RFID systems. Available at a daily rate, this service enables customers to have one (1) or more skilled Motorola Advanced Services RFID experts on site to support their RFID systems at critical times, such as go-live or system expansion. Such support is not included in Motorola's RFID Customer Services agreements.

Motorola Responsibilities

1. **Motorola Advanced Services Consultant.** Motorola will provide a Motorola Advanced Services consultant for this service. Once on-site, the Advanced Services consultant will provide one (1) day of go-live or other RFID-related technical support per unit of service ordered.

Customer Responsibilities

1. **Contacts.** Customer must provide reasonable access to necessary resources, as requested by the Motorola Advanced Services consultant, to answer technical questions related to the RFID solution. Customer's partners or consultants involved in the project shall likewise provide access to their resources, and shall not restrict access by Motorola to customer resources.
2. **Site Access.** Customer must provide the Motorola Advanced Services consultant reasonable access to the installation site as needed to support the RFID solution.
3. **Reasonable Access to Information.** Customer must provide Motorola with reasonable access to relevant information necessary to provide RFID technical support.
4. **Access to Network Infrastructure.** Customer must provide reasonable access to network equipment necessary for the purpose of supporting the customer's RFID solution.
5. **Network Workstation.** Customer must provide Motorola access to any network workstation(s) from which RFID Graphical User Interface (GUI) or tag tracking software will run, if access via the Motorola Advanced Services consultant's PC is denied.
6. **Access to Telephone and Internet.** Customer must provide access to telephone and Internet connectivity to Motorola during the RFID technical consulting engagement. This access will be used solely for contacting Motorola technical resources during the project, should it be necessary to expedite troubleshooting of unexpected problems.
7. **Physical Access On Site.** Customer must provide any escort, security personnel or labor resources necessary to enable the Advanced Services consultant to access required work areas on site. These personnel must be available on call during the entirety of the project. Customer is responsible for any cost associated with use of these resources.

Limitations and Restrictions

1. This service covers all Motorola RFID antennas, stationary readers, portal systems towers, and handheld or mobile readers.
2. This service is not a substitute for and should not be confused with Motorola's On Site System Support offer. Annually renewable on-site service agreements cover repair and replacement of equipment that has failed in service at fixed cost per year, but do not provide for on-site professional installation, deployment or development situations. RFID Technical Consulting provides Advanced Services for RFID systems, including installation and testing of new systems, diagnostic and design support for integration, and other one-time situations on a pay-per-day-of-service basis.

Availability

Motorola's Advanced Services are 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/enterprisemobility/contactus.