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To: Enterprise Mobility Services Employees
Motorola PartnerSelect Members

From: Scotty Perkins — Director, Business Process Engineering
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Subject: Introducing Motorola Enterprise Mobility Software Support

Over the last few years, Motorola's Enterprise Mobility products have become increasingly versatile and complex. Although significant advances in microprocessor, memory and radio design have driven the rapid evolution of our devices, software will keep our customers on the leading edge of business efficiency, employee productivity and bottom line performance. Through software updates, customers can increase the value of their investment in our mobility technologies, improve overall performance and prolong the useful life of their devices.

As customers who have been entitled under contract have begun to recognize the value of regular software updates, they have also started requesting faster access to downloads, increasingly complex technical support and the convenience of updating software at a time of day that doesn't interfere with their business operations. Motorola Enterprise Mobility Services is responding to these needs by launching a new software maintenance and support offer for Motorola's Mobile Computing Devices (MCD) and select Advanced Data Capture (ADC) products* — Motorola Enterprise Mobility Software Support.

Motorola's new Software Support offer will be available on January 2, 2009. It has been developed as a cost-effective alternative to provide MCD and ADC customers with entitled access to the updates and technical software support they need to help keep their device software operating at peak performance levels.

NOTE: the most important thing to understand is that customers do not need to purchase a stand-alone Software Support agreement if they already have an Enterprise Mobility Services agreement in place for their hardware; full access to telephone support resources and rights to download software releases are already part of their service agreement entitlements.

Motorola Enterprise Mobility Software Support provides significant value and benefits to customers, including:

- A lower cost of acquiring software updates by providing authorization to use all bug fixes, maintenance releases and enhancements of core software while under contract — helping to increase and maintain the highest levels of productivity.
- The ability to update their devices at their leisure, conveniently downloading software from the Web. This makes it easy for customers to choose the best time to install updates based on their business needs.
- 24x7x365 access to technical support resources.
- Access to telephone support to answer questions related to the operational use of the software.
- Access to Support Central — Motorola's Software Support Web site.

* **NOTE:** Motorola's Wireless Infrastructure Device Software Support program currently remains unchanged.