



Mobile Assurance® for Mobile Data Computing...

A national leader in voice, video and data mobility, PCS Mobile has traditionally offered services and service contracts. We offer two levels of support—"Mobile Assurance Basecamp" and "Mobile Assurance Summit." Below is a breakdown of each level of support available to our customers.

	<i>mobile assurance</i> Basecamp	<i>mobile assurance</i> Summit
Cost	Included w/ purchase of products/ installation	Based on Deployment Size
Duration	1 Year	Renewable Annual Contracts
Help Desk: We answer all calls when available. Customers can leave message that multiple support people can pick up.	●	●
We accept emails to <i>support@pcsmobile.com</i> .	●	●
Response commitment (assuming business days).	● Within 24 hrs	● Contact before noon – that day Call after noon – by noon next day
Phone/email/remote connection to resolve an issue.	●	●
Monthly Ticket Summary Report if job ticket is opened.		●
Access to the Mobile Assurance® Client Portal for Ticket Tracking		●
In addition to diagnostics, we address unlimited concerns and questions for 30 days after install.	●	●
After 30 days: Service hours available at hourly rate, block of hours or fixed-fee proposal.	● If installed by PCS Mobile	●
After 30 days: A continuation of unlimited hours of service. This provides a predictable annual expense for the Customer.		●
Workmanship warranty in 1st year.	●	●
If manufacture repair is required, we work with manufacturer's Support Desk to acquire RMA.	●	●
We track RMA's for the Customer. Shipping costs, if any, are still covered by Customer.		●
We install software and firmware updates. Include training and configuration if needed. We also provide support of NetMotion and other third party software applications as needed.		●
Customer is granted access to the PCS Mobile Service Portal. Trouble tickets can be initiated and tracked in the portal.		●
We provide monthly reports of your service tickets and quarterly review upon request.		●
Line item billable services available on a project or hourly basis.		
On-site services including removal and/or replacement of RMA equipment.	●	●
In-car Preventative Maintenance.	●	●
Mobile Academy training services.	●	●

