

# SUPPORT ENHANCEMENTS FOR WAVE PTX

## OVERVIEW

Motorola Solutions recognizes that WAVE PTX™ plays an increasingly important role in the businesses of both our channel partners and their customers. For that reason, we are pleased to announce two enhancements to WAVE PTX support:

- 24 x 7 support for Priority 1 and 2 incidents
- A dedicated contact for WAVE PTX billing and finance issues

## INCIDENT EXAMPLES

A Priority 1 incident is characterized as a widespread disruption of the WAVE PTX service or a data or security breach that results in the loss of data control. A Priority 2 incident includes high impact issues that result in the degradation of the WAVE PTX services or a loss of redundancy. See the table below for examples:

Priority 1 Incident Examples
<ul style="list-style-type: none"><li>• Complete outage of WAVE PTX cloud services - loss of both primary and redundant cloud instances in a region impacting all WAVE PTX users</li><li>• Outage of the WAVE PTX portal causing loss of TLK/PTT device provisioning or management capabilities for all or multiple customers</li><li>• System-wide outages</li></ul>
Priority 2 Incident Examples
<ul style="list-style-type: none"><li>• Loss of all TLK/PTT device/WAVE PTX application functionality for an agency</li><li>• Loss of portal access/functionality for an agency</li><li>• Loss of local enablement servers (WRG, GW, etc.) for an agency</li><li>• Loss of WAVE communications for an agency</li></ul>

The new 24 x 7 support for WAVE PTX Priority 1 and 2 incidents begins on July 1, 2021, and replaces the 8 a.m. to 5 p.m. Central Time support. Priority 1 and 2 support is only available via phone at 1.800.MSI.HELP. Technical support for Priority 3 and 4 incidents continues to be available from 8 a.m. to 5 p.m. Central Time Monday through Friday.

Motorola Solutions has also added a dedicated customer care contact for billing and finance issues. Reach out to this contact by phone at 1.866.515.6342 or by email at [wocar@motorolasolutions.com](mailto:wocar@motorolasolutions.com). Motorola Solutions is committed to providing world-class support and believes that these enhancements to WAVE PTX support will ensure that you and your customers get the right resources to quickly address issues when they occur.

## FOR MORE INFORMATION

If you have questions regarding WAVE PTX support, please contact your Motorola Solutions Account Representative.

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