



# Radio Rental Program for Critical Infrastructure

Program Overview





## The Program

Sometimes, you need more radio support than you planned. Anything from scheduled activities such as plant turnarounds to unexpected events like severe weather storms require accurate communication. However, issues of capital budget and on-time delivery are common challenges when planning for large-scale or unplanned incidents.

The Motorola Solutions Radio Rental Program can help you rise to these challenges quickly, easily, and cost-effectively. Two-way radios may be rented for as little as one week or as long as they are needed. Radios are pre-packaged with commonly used accessories and can be programmed to your requested frequencies prior to shipping or set to standard frequencies to be programmed upon arrival. Motorola Solutions offers a variety of radios to support your communication requirements.

## Key benefits

- Temporary or longer-term project needs
- Rental equipment adds capacity to your network
- Pre-programmed to requested frequencies
- Easy to order
- Expedited same/next-day shipping
- Next day advanced replacement
- Full fleet of radios available, including Intrinsically safe radios
- Special pricing and flexible rental terms
- Free round-trip shipping

## Who can take advantage of renting radios?

- Critical Infrastructure organizations experiencing an emergency or natural disaster
- Organizations with a limited budget to support long-term radio needs
- Companies with scheduled turnaround work activities
- Companies requiring additional short-term capacity for new construction projects

# Frequently asked questions

## Critical Infrastructure Radio Rental Program



### **Who do I contact to place an order for Radio Rental?**

Call your Motorola Solutions Account Executive or email us at [USEnergySales@motorolasolutions.com](mailto:USEnergySales@motorolasolutions.com)

### **Is there a minimum, or a maximum, rental period?**

Radios must be rented for a minimum of one week. There is no maximum time limit.

### **Is there a minimum or a maximum number of units that can be rented?**

There is no minimum requirement. Maximum numbers are determined based on availability.

### **How much does it cost to rent radios?**

Rental rates are determined by the length of time rented, quantity and type of equipment, and customer profile. Rates are subject to change without notice.

### **What type of equipment is available to rent?**

APX (P25), MOTOTRBO, and business radio models are available in most models, bands, and configurations.\* Most audio accessories, batteries, and carry solutions are also available with a radio rental.\*\*

### **How do I extend my rental term? Can I cancel my order? Does Motorola Solutions guarantee the availability of its rental equipment?**

No. Rental equipment is reserved upon receipt of your signed contract on a first-in, first-out basis. However, future inventory availability cannot be guaranteed. Delayed returns from other customers can negatively impact equipment availability during periods of peak demand. Also, during public safety emergencies, Motorola Solutions may be called upon to provide assistance to first responders and incident management personnel using our finite rental inventory. Although infrequent, Motorola Solutions may have to re-prioritize reserved equipment and/or distribution center resources in a way that impacts the availability and/or scheduled ship dates of rental contracts. In such situations, Motorola Solutions will make every commercially feasible effort to provide a substitution.

### **Does Motorola Solutions provide frequencies?**

The Rental Team can send default frequencies or program rental radios to the desired frequencies per those radios' specifications as defined by a programming template or provided code plug.

### **What if rental equipment is lost or stolen while in my possession?**

You will be billed for the replacement cost of the equipment; however, if you find and return the equipment within 60 days you will receive a full refund. If material is found and a refund issued, you are responsible for all rental charges up until the refund date. A copy of a police report or an insurance claim is required for stolen radios. You will be responsible for all rental charges up until the date the unit is reported stolen.

### **How is the replacement value determined?**

A radio's replacement value is typically the list price at the time the radio was acquired by the Motorola Solutions Rental Team. Models discontinued from the factory may have a higher attributed value due to higher maintenance costs and parts scarcity. Certain configurations, encryptions, and specialized models may also have a premium added to the unit's replacement value.

### **Why do I have to pay full replacement value if my company gets a reseller discount on purchases?**

Reseller discounts do not apply to the replacement of Motorola Solutions assets as rental equipment and such rental equipment is not intended to be resold. It is assumed that any replacement fees would be passed through to the user customer at a \$0 margin (user price).

### **Can I buy the equipment I've rented?**

No. The rental department is prohibited from selling assets owned by Motorola Solutions.

### **What if the equipment is damaged while in my possession?**

If equipment is damaged beyond repair, you will be billed for the replacement cost of the equipment; if the equipment is repairable, you will be charged a depot flat rate for the repair.





### **What if I want to return the equipment early?**

Equipment may be returned early, but there is no credit for early returns.

### **How do I extend my rental term?**

Please call contact your Motorola Solutions Account Executive if you wish to extend rentals for a specific time period. Contracts are automatically extended for 30 days if the equipment is not returned on time and this may result in billing discrepancies. You are responsible for paying for the time the equipment is in your possession.

### **How much time do I have to return the equipment?**

You have one day after the termination of the contract to return equipment to Motorola Solutions using the provided pre-paid return label(s). For additional return labels, please contact your Motorola Solutions Account Executive with your request. If the equipment is not received on time, our system will auto-generate a 30-day rental invoice.

### **Can I cancel my order?**

Yes, but a 20% cancellation fee will be applied to any order that has been canceled within less than 24 hours' notice. Additional transportation and programming charges may be added to the cancellation fee if applicable.

### **What risks will Motorola Solutions assume if I sub-rent equipment to another customer?**

None. The Motorola Solutions Rental Agreement defines the nature of the business transaction/relationship between Motorola Solutions and the Rental Customer. Any Agreement between Motorola Solutions' customers and third parties is strictly their own and will have no bearing on Motorola Solutions' rental policies, billing periods, or equipment replacement philosophy.

### **What if I dispute equipment Motorola Solutions says is missing from my return?**

If there is a dispute on missing equipment, several steps are taken to audit the returns associated with the contract in question depending on the specifics. If these steps validate the dispute the appropriate credit will be issued.

The weight of the return is compared to the weight of the outbound shipment

Three separate inventory management reports are checked for discrepancies:

- Ship Dock Report – an all-inclusive record of inbound shipments as they arrive on the dock (should tie to Fed Ex tracking number proof of delivery record.)
- Inbound Receipt Report – a manual report detailing box count and contract numbers received in the Rental Reconciliation area. (= / < 1 day of Ship Dock Report date).
- Inbound Receipt Log – a manual log of the contents of each tracking number.

The rental operating system is checked for serial number and/or barcode scan histories; total non-serialized inbound counts are checked against actual inventory on-hand and outbound counts.

Physical warehouse audits and cycle counts are performed at regular intervals.

\*Not all equipment, encryptions and/or configurations are available to all customers.

\*\*Accessory rentals require a coordinated radio rental. Contact the rental team if you need an exception.

For more information about the Radio Rental Program, contact your Motorola representative or visit [www.motorolasolutions.com/en\\_us/solutions/device-rental-for-critical-infrastructure.html](http://www.motorolasolutions.com/en_us/solutions/device-rental-for-critical-infrastructure.html)

