

# M3 SERVICE PACKAGE

POST SALES MAINTENANCE AND CARE SERVICES

M3 Mobile has been and will continue to provide the best services and support, in both pre- and post- sales.

Whenever, you need assistance with software development, repair or replacement of the PDA, please contact either your M3's account manager or TS manager.

M3 Mobile's professional engineers and technicians will support you to tackle your obstacles.

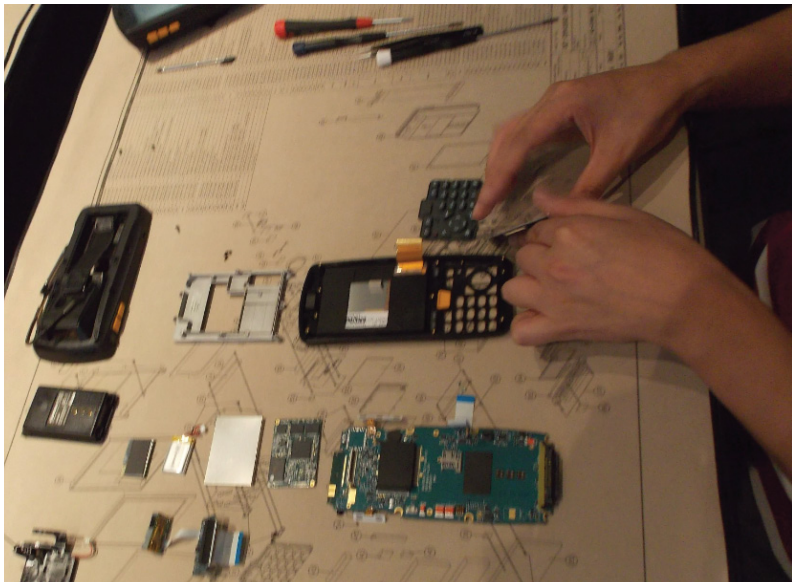
## Fast Support and Service

Customer is guaranteed to receive the solution or feedback within 24 hours<sup>1</sup> after ITC webpage issue registration so that your business runs as smoothly as possible.

M3 Mobile's professional IT team provides:

- **Online Support** Online Technical Support in **software development**, **technical training** and **maintenance training**.
- **Online DOA** Dead on Arrival (DOA) **management** and **report**.
- **Online RMA** **Return Merchandise Authority (RMA) management and report**.

<http://itc.m3mobile.net> is the best way to get your problem solved quickly!



## Features

### Cost Effective

Service package eliminate the risk of high unexpected repair charge and thereby, reduces overall maintenance cost.

### Time Saving

As well as the fast technical support, when the device requires repair service, the priority level is adjusted as high to minimize turnaround time which consequently saves your valuable time.

### Professional Services

M3 Mobile's professionally trained and qualified engineers provide fast and accurate support and services based on abundant knowledge and experience. Analysis and repair services are done to satisfaction and to build faith between M3 Mobile and our customer.

## Benefits

- Comprehensive, extended coverage. Covering normal wear and tear and even accidental breakage virtually **eliminates unexpected repair costs**.
- Significantly reduces turnaround time. With various packages, you can choose turnaround time to suit your needs. The **time saving** packages keep your business runs as smoothly as possible.
- Professional customer services in both software and hardware. Also, customer can download lots of useful information and receive **premium pre and pro sales care services**.

<sup>1</sup> 24 hours during normal working weekdays.

## Purchase Eligibility

All customers are eligible to purchase the service package with M3 PDAs. Service package offer is valid for 60 days after purchase of PDA.

## Service Package Options

Five different package options give you to precisely **choose packages just to suit your needs.** Why pay more for the unnecessary options?

Coverage	Warranty	Extended	Bronze	Silver	Gold
Period	1 Year	1 Year	3 or 5 Years	3 or 5 Years	3 or 5 Years
Manufacturer defect only	★	★	★	★	★
Normal wear and tear			★	★	★
All materials, parts, and labor				★	★
Accidental breakage				★	★
Repair turnaround time <sup>1</sup>	10 days	10 days	5 days	5 days	3 days
Software service pack updates	★	★	★	★	★
Online technical support <sup>2</sup>	★	★	★	★	★

<sup>1</sup> Turnaround time does not include shipping time.

<sup>2</sup> To receive online technical support, user must have a valid account to log in to <http://itc.m3mobile.net>

