



Date: May 20, 2009

To: Enterprise Mobility Services Employees in North America and Latin America (NALA)
Motorola PartnerSelect Members in NALA

From: Greg Root — Director, Enterprise Mobility Services Marketing

Subject: NALA Service from the Start Promotion Extension

Earlier this year, Enterprise Mobility Services [announced a limited-time Service from the Start promotion](#) in conjunction with the release of Motorola Enterprise Mobility Software Support. Due to overwhelming demand and positive partner feedback, we are pleased to announce an extension to this program.

Through **December 31, 2009**, customers in NALA can purchase a Service from the Start Customer Services agreement for Motorola Enterprise mobility products* purchased and shipped after January 1, 2008. Typically, customers must purchase a Service from the Start agreement up front with their Motorola hardware or within 30 days thereafter.

If you have any questions, please contact your [NALA Services Sales Representative](#).

** This offer applies to currently shipping Motorola Enterprise Mobility hardware products for which multi-year Service from the Start agreements are currently available. The service agreement term will begin on the purchase date and run for the full term of the multi-year agreement. For more information on Motorola's new Software Support offer, please visit the [Enterprise Mobility Services Marketing – Software Support Community](#) (Motorola employees only) or the "Services" tab on the [Product & Services Central page of the PartnerSelect Hallway](#).*