



Lenovo Support Services

Premier Support

Offering round-the-clock technical assistance, end-to-end case management, and Advanced Exchange Dispatch, Lenovo's trusted **Premier Support** is now available for Motorola smartphones.

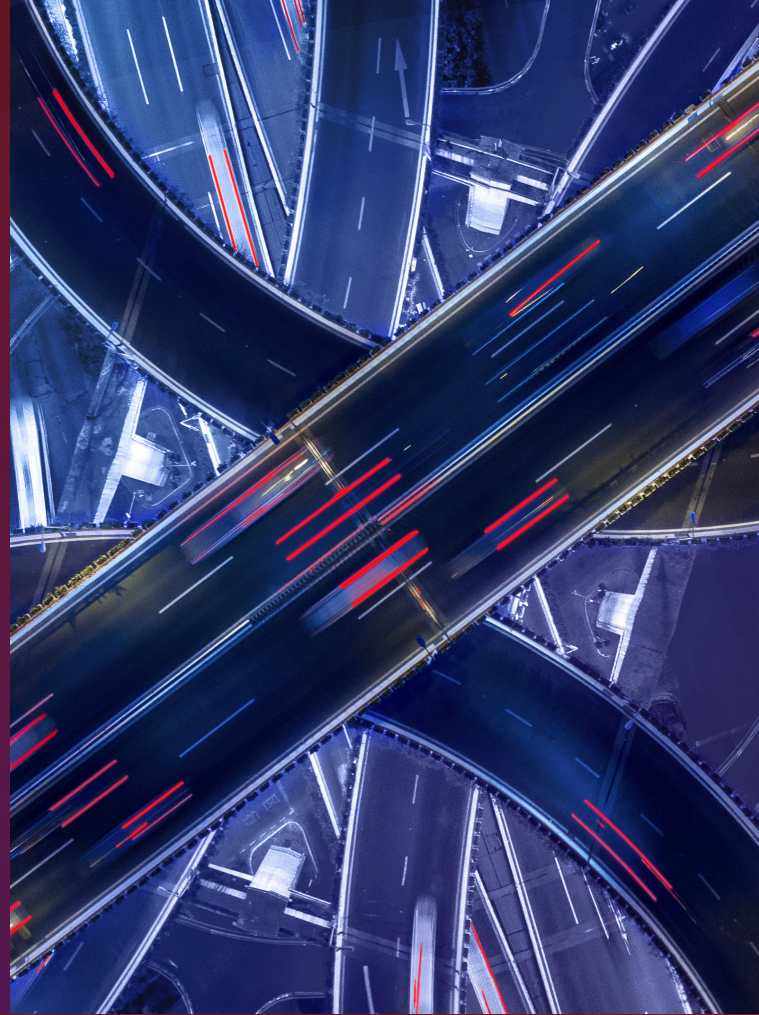
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**Advanced engineers.
End-to-end case management.
Faster, first-time resolution.**

Motorola and Lenovo know technology. Lenovo's trusted **Premier Support** services now extend to enterprise-ready Motorola smartphones.

With **Premier Support**, your mobile device end users are granted exclusive access to a dedicated support system. Round-the-clock technical assistance, end-to-end case management, and Advanced Exchange Dispatch help to minimize any downtime caused by malfunctioning devices or applications.



With Advanced Exchange Dispatch, if an enrolled smartphone breaks down during the standard manufacturer's warranty period, Motorola will deliver a free replacement with next-business-day shipping¹.



Premier Support protects your smartphone investment beyond the standard manufacturer's warranty. Our dedicated Help Desk agents facilitate first-time, hassle-free case resolution, so your IT team can keep their focus on core business needs.

Note: Advanced Exchange Dispatch is only available during device warranty periods of up to 36 months.

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Premier Support Features



Dedicated, advanced technical support available 24x7x365



Advanced Exchange Dispatch within next business day



Simplified end-to-end case management with a single point of contact



Call center support for basic troubleshooting, out-of-the-box support, and technical issues¹

Advanced Exchange Dispatch

Advanced Exchange Dispatch will replace¹ a defective device with a new or refurbished model of equal value. An exchange² can be requested by calling the dedicated Premier Support Center. Once you receive the replacement smartphone, you can return the defective device using the provided shipping label³.

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Dedicated Enterprise Support

Limit downtime and lost productivity with direct access to elite engineers who provide unscripted, advanced hardware and software support. The **Premier Support** Help Desk also provides end-to-end case management for faster, hassle-free case resolution.

Premier Support at a glance

Premier Support Overview	Standard Support	Premier Support
Warranty claims including parts and labor	Same Unit Repair	Advanced Exchange Dispatch
Expedited shipment of the exchange smartphone within next business day ¹	-	YES
Dedicated advanced technical support available 24 x 7 x 365	LIMITED / BUSINESS HOURS	YES
Technical Account Managers for proactive relationship and escalation management	-	YES
Single point of contact for simplified end-to-end case management	-	YES
Comprehensive Android OS Support	LIMITED	YES
Call center support for basic troubleshooting, out-of-the-box support, and technical issues	YES	YES

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To learn more about Premier Support for Motorola smartphones, contact your sales representative.

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1. If the issue cannot be resolved by software updates or the problem is covered by manufacturer's warranty.
2. Before sending a replacement, Motorola will attempt to resolve the issue using instructions provided by the customer service representative. To help resolve the issue as quickly as possible, we will require that you describe the issue in detail. Once the representative determines that we cannot resolve the issue using these instructions, the representative will arrange for delivery of the replacement smartphone.
3. The deadline for returning the defective smartphone is 15 days.

Premier Support offerings vary by market. Certain services may not be available in all areas; additional terms and conditions may apply. Contact your sales representative for details.

