

KENWOOD

EFJohnson makes your critical communications safe & simple with support services customized to your needs.

When the mission is critical and every second counts, no one has time for complexities. Focus on your mission - optimize and maintain your system and radios with EFJohnson's support services.

As the modern IP based LMR technology evolves, secure your ATLAS P25 system investment with Hardware Refresh as part of your service contract.

DETERMINE THE RIGHT LEVEL OF **SYSTEM AND SUBSCRIBER SERVICES** FOR YOUR AGENCY.



BASIC

Do it yourself and manage your own network and radio fleet with access to remote technical support and software updates when you need it.



ESSENTIAL

Basic support plus worry-free hardware warranty support.



PREMIUM

Access to fast on-site response from our certified technicians to network and radio issues as well as preventative maintenance.



PREMIUM PLUS

We'll manage your network and radio fleet for you, maximizing performance and ensuring system health.



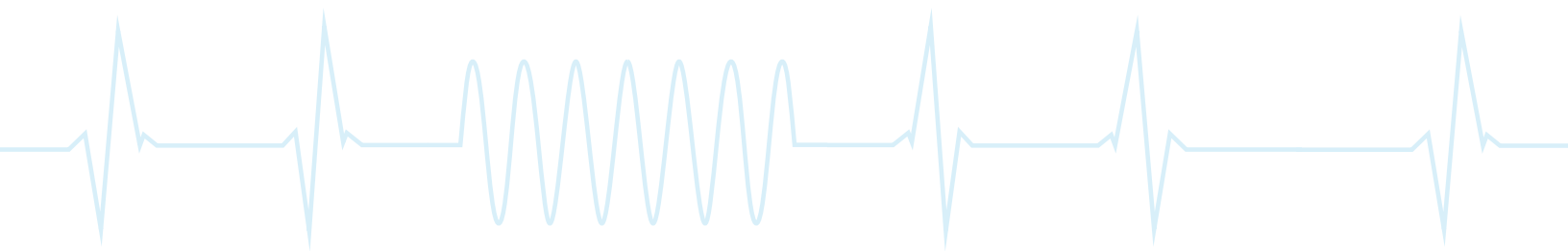
SYSTEM AND SUBSCRIBER SERVICE PACKAGES

	Basic	Essential	Premium	Premium Plus
Remote Support	•	•	•	•
Software Maintenance	•	•	•	•
Software Care ¹	•	•	•	•
Hardware Care		•	•	•
System Restoration ²			•	•
Preventative Maintenance			•	•
Advanced Replacement				•
Network Operations Center (NOC) Monitoring ²				•
Battery Care ³				•

¹ Available as OPTION in either of the four packages

² Systems Only

³ Subscribers Only



SUPPORT SERVICES: ANYTIME, ANYWHERE



Remote Support

24x7 access to EFJohnson trained and certified technicians for remote assistance to answer technical questions as well as troubleshoot hardware and software covered by the agreement.



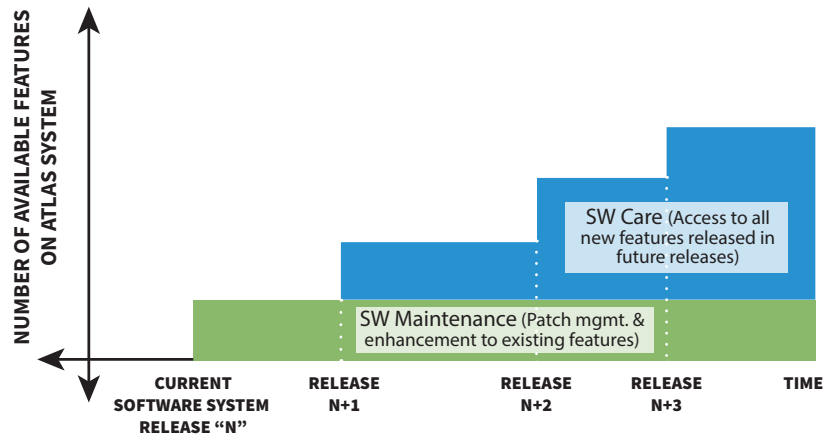
Software Maintenance

Extend the life of your ATLAS® system with access to periodic system software releases:

- Patch Management to address bug-fixes
- Existing feature enhancements
- Security and Commercial OS patches

UNIQUE TO EFJOHNSON

Upgrade to SOFTWARE CARE and implement all new major or minor software features made available.



"I would certainly recommend EFJohnson. Their number one thing is reliability and customer service - the best out of any vendor I've ever dealt with."

- Lt. Steve Gilmore
City of Waterbury Police Department, CT



Hardware Care

Extend your one-year standard warranty for infrastructure equipment, and three-year standard warranty for the subscriber radios with access to depot repair services.



System Restoration

EFJohnson trained and certified technicians diagnose and restore your communication network on-site. Case management process is followed to ensure that contracted response times are met. Post system restoration activity reports are made available which describe the problem identification, investigation and resolution process.



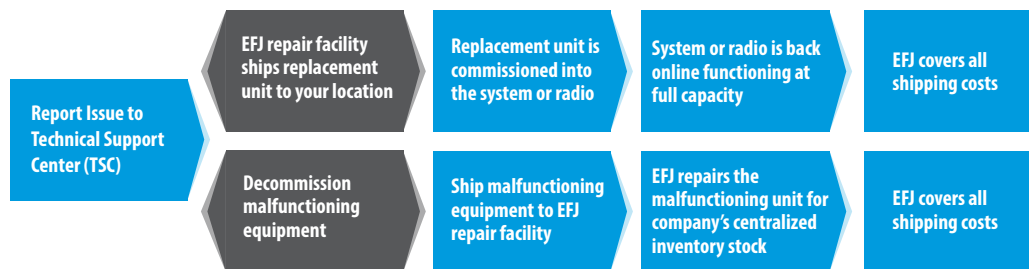
Preventative Maintenance

Monitor the health of your communications with quarterly preventative maintenance on systems and annual maintenance on subscriber radios. A certified technician will provide on-site checks and reports.



Advanced Replacement

The EFJohnson repair facility in Dallas, TX, will expedite replacement unit(s) when you report an issue for your infrastructure or subscriber radio equipment.



Network Operations Center (NOC) Monitoring

We'll monitor your entire communications network remotely 24/7 in real time, including:

- ATLAS P25 System Equipment
- Active Antenna System Equipment
- Networking Equipment
- Microwave System Equipment



Battery Care

Battery life is critical to your radio's performance. Battery Care tracks and manages your fleet's health with Armada® Fleet Management. You will receive a replacement battery when the full charge capacity of the battery has dropped to 80% of design or it has been recharged more than 500 times. You will also receive a monthly battery fleet health report.



Hardware Refresh

Extend the life of your system even further with Hardware Refresh, which keeps your equipment current with the latest advances in commercial off-the-shelf (COTS) technology. No need to worry about hardware platform obsolescence - EFJohnson will replace the COTS equipment with a new hardware platform if:

- The equipment fails and is end-of-life (EOL)
- A newer version of software is available that warrants a newer hardware platform



bit.ly/makingsafesimple

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