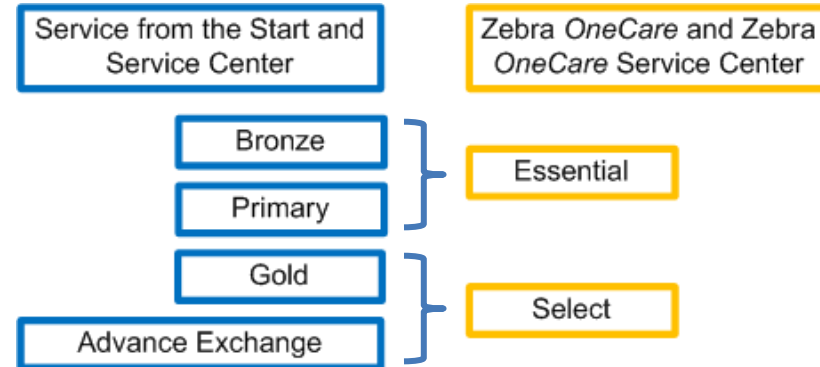


Zebra OneCare Support Services provide high availability and visibility to keep your Zebra products up and running with the following entitled services:

- Software Updates and Upgrades
- Help desk support with the addition of 24 X 7 capability
- Advanced replacement options
- Full Comprehensive coverage (if purchased within 30 days of hardware purchase)
- Reporting Dashboards for visibility into the repair lifecycle
- Device Diagnostic services for troubleshooting issues in the hands of the user
- User assessment and access to on-line training to accelerate user adoption of Zebra devices
- Visibility Service OPTION: Operation Visibility Service that provides identification, location and condition of your assets providing you have Purchased Essential or Select Service Contract.

Summary of portfolio changes June 8, 2015



NOTE: SOFTWARE SUPPORT, ONSITE AND ALL OTHER SERVICES DO NOT CHANGE AT THIS TIME

**ZEBRA ONECARE Support Services for Enterprise Products:
Service Features & Options Available**

FEATURE	ZEBRA ONECARE ESSENTIAL (Purchased upfront with product or within 30 days)	ZEBRA ONECARE SERVICE CENTER ESSENTIAL (Post 30 day purchase, with price increase)	ZEBRA ONECARE SELECT (Purchased upfront with product or within 30 days)	ZEBRA ONECARE SERVICE CENTER SELECT (Post 30 day purchase, with price increase)
Term	3 or 5 Years. 2 Year Renewal	3 or 5 Years. 2 year Renewal	3 or 5 Years. 2 Year Renewal	3 or 5 Years. 2 Year Renewal
Repair Turnaround Time	3 Business Days from Depot Receipt ²	3 Business Days from Depot Receipt ²	Replacement shipped on day of request	Replacement shipped on day of request
Comprehensive Coverage	Included	N/A Significant price increase to add	Included	N/A. Significant price increase to add
Technical Support Help Desk ³	8x5, Mon – Fri	8x5, Mon – Fri	24x7	24x7
O/S Software Updates	Included	Included	Included	Included
Device Diagnostics Service for Mobile Computers	Included	Included	Included	Included
User Assessment and Learning Resources	Included	Included	Included	Included
Commissioning (Application loading & config)	Purchasable Option	Purchasable Option	Included	Included
Online Repair Service Dashboard	Purchasable Option	Purchasable Option	Included	Included
Buffer Stock	N/A	N/A	Included	Included
Express Shipping (next business-day)	Purchasable Option	Purchasable Option	Included	Included
Collection Option (only available for IMC/Psion)	Purchasable Option available for supported IMC/Psion devices			
Battery Maintenance/Refresh Options	Purchasable Option	Purchasable Option	Purchasable Option	Purchasable Option

¹ 1 or 2 year renewals available for non-EOSL products. ² Depot Receipt is point at which products are received at Zebra's repair depot. ³ Tech support operations are open Mon-Fri excl public holidays for Zebra OneCare Essential contracts..

Support Service Transition for Industrial Mobile Computing (IMC, formerly Psion) Products

ESSENTIAL SERVICES TRASITION*			SELECT SERVICES TRANSITION*		
PREVIOUS OFFER NAME / FEATURES	NEW OFFER NAME / FEATURES	OPTIONS TO ADD TO ACHIEVE FEATURES FROM PREVIOUS OFFER	PREVIOUS OFFER NAME / FEATURES	NEW OFFER NAME / FEATURES	OPTIONS TO ADD TO ACHIEVE FEATURES FROM PREVIOUS OFFER
Service from the Start Primary <ul style="list-style-type: none"> • Help Desk support Mon-Fri 8-5 • SW Support • 3-day depot repair • Comp cvg • Config Mgmt • Overnight return shipment 	Zebra OneCare Essential <ul style="list-style-type: none"> • Tech support Mon-Fri 8-5 • SW Support • 3-day depot repair coverage • Comp cvg • Device Diagnostics for Mobile Computers • Learning Assessment 	<ul style="list-style-type: none"> • Commissioning Option • Express Shipping Option 	Service from the Start Primary <ul style="list-style-type: none"> • Tech support Mon-Fri 8-5 • SW Support • 3-day depot repair • Comp cvg • Config Mgmt • Overnight return shipment from depot 	Zebra OneCare Select <ul style="list-style-type: none"> • Help Desk support 24/7 • SW Support • Advance replacement, next business day delivery • Comp cvg • Commissioning • Device Diagnostics • Learning Assessment • Online reporting dashboard 	Note: Mobile Computing/IMC portfolio will require customer-purchased spares which Zebra will manage
Service from the Start Primary with Collection <ul style="list-style-type: none"> • Tech support Mon-Fri 8-5 • SW Support • 3-day depot repair • Comp cvg • Config Mgmt • Device Collection • Overnight return shipment 	Zebra OneCare Essential <ul style="list-style-type: none"> • Tech support Mon-Fri 8-5 • SW Support • 3-day depot repair coverage • Comp cvg • Device Diagnostics • Learning Assessment 	<ul style="list-style-type: none"> • Commissioning Option • Express Shipping Option • Collection Option 	Service from the Start Primary with Collection <ul style="list-style-type: none"> • Tech support Mon-Fri 8-5 • SW Support • 3-day depot repair • Comp cvg • Config Mgmt • Device Collection • Overnight return shipment from depot 	Zebra OneCare Select <ul style="list-style-type: none"> • Help Desk support 24/7 • SW Support • Advance replacement, next business day delivery • Comp cvg • Commissioning • Device Diagnostics • Learning Assessment • Online reporting dashboard 	<ul style="list-style-type: none"> • Collection Option Note: Mobile Computing/IMC portfolio will require customer-purchased spares which Zebra will manage
Service Center Primary <ul style="list-style-type: none"> • Tech support Mon-Fri 8-5 • SW Support • 3-day depot repair • Config Mgmt • Overnight return shipment 	Zebra OneCare Service Center Essential <ul style="list-style-type: none"> • Tech support Mon-Fri 8-5 • SW Support • 3-day depot repair coverage • Device Diagnostics • Learning Assessment 	<ul style="list-style-type: none"> • Commissioning Option • Express Shipping Option • Comp Cvg available as added uplift 	Service Center Primary <ul style="list-style-type: none"> • Tech support Mon-Fri 8-5 • SW Support • 3-day depot repair coverage • Config Mgmt • Overnight return shipment from depot 	Zebra OneCare Service Center Select <ul style="list-style-type: none"> • Help Desk support 24/7 • SW Support • Advance replacement, next business day delivery • Comp cvg • Device Diagnostics • Learning Assessment • Online reporting dashboard 	Note: Mobile Computing/IMC portfolio will require customer-purchased spares which Zebra will manage
Service Center Primary with Collection <ul style="list-style-type: none"> • Tech support Mon-Fri 8-5 • SW Support • 3-day depot repair • Config Mgmt • Device Collection • Overnight return shipment 	Zebra OneCare Service Center Essential <ul style="list-style-type: none"> • Tech support Mon-Fri 8-5 • SW Support • 3-day depot repair coverage • Device Diagnostics • Learning Assessment 	<ul style="list-style-type: none"> • Commissioning Option • Express Shipping Option • Collection Option • Comp Cvg available as added uplift 	Service Center Primary with Collection <ul style="list-style-type: none"> • Tech support Mon-Fri 8-5 • SW Support • 3-day depot repair coverage • Config Mgmt • Device Collection • Overnight return shipment from depot 	Zebra OneCare Service Center Select <ul style="list-style-type: none"> • Help Desk support 24/7 • SW Support • Advance replacement, next business day delivery • Comp cvg • Device Diagnostics • Learning Assessment • Online reporting dashboard 	<ul style="list-style-type: none"> • Collection Option Note: Mobile Computing/IMC portfolio will require customer-purchased spares which Zebra will manage