C. *Update an Existing Case*

1. You can also add notes after submitting your case, by clicking on the "Add Notes" button

Motorola Solutions On-Line Support

1. Motorola does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.

2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.

3. When updating case notes, please provide contact information, which includes phone number, email, etc.

4. For questions on Motorola Online eCase Management or Support, please contact the Motorola Online Helpdesk at 800-814-0601.

Motorola Solutions, Inc. Applications and Data Solutions Public Safety Applications
Exhibit to the Maintenance and Support Agreement

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