

M3 SPEED CARE POLICY

MSC POLICY- M3 MOBILE

FOCUS ON YOUR BUSINESS WITHOUT CONCERN

THE M3 SPEED CARE SERVICE(also known as M3 Service pack) MEAN;

M3 = M SPEED = S CARE = C

The MSC provides superior life-cycle support to ensure that products are always operating at peak performance when you need them to repair service.

The MSC can be ordered at the time of products are covered for you without any concerns. MSC is a robust support service that enables you to protect your investment against normal wear and tear, with expert repair, technical and software support. Included as standard when you purchase MSC, this unique offering provides normal wear and tear repair coverage with a dependable five days repair turnaround time, along with additional service options.

No matter where you are located, our global support infrastructure helps ensure expert repair, reliable turnaround times, along with prompt technical service and online support.

You can also use the convenient on line RMA portal for processing and managing returns, or you can contact M3 local technical staff directly (or M3 Mobile CS team in HQ).

The MSC provides you with the right choice to meet your maintenance requirement. The MSC offers 'as soon as possible support to minimize any downtime.

EXTEND YOUR SERVICE COVERAGE

We have a choice of additional Service Options available if you wish to increase your level of coverage for even greater investment protection.

No matter how careful your field workforce is, we recognize that accidents do happen, in which case you may wish to add Comprehensive Coverage to your Service from the MSC.

If serial number integrity is important for asset management, the MSC have '1year', '3years' and '5years' offer rapid repair turnaround time of the same unit which also covers accidental breakage. (optional) Whether it's a smashed screen, broken speaker or missing buttons, you can rest assured you're covered. To help ensure minimum equipment downtime, you may wish to upgrade to comprehensive coverage as standard, and one call will give you as soon as possible to fix or dispatch of a replacement unit should your M3 devices need to be repaired.

Whichever plan fits your demands, you'll get multi-year complete repair coverage that helps eliminate needless repair costs and provides the investment protection you need to reduce your total extra cost including endurance and assurance.

FAST AND EASY TO USE REPAIR PROCEDURE

You can initiate repair quickly and easily, with anywhere and anytime convenience.

Just log on to our ITC Website (<http://itc.m3mobile.net>) to request a Return Material Authorization (RMA) number, print out the shipping documents, and you're on your way.

M3 technical experts repair your device to exact manufacturer specifications.

UNIFIED SUPPORT STRUCTURE MAKES FOR A PERSONAL TOUCH

Once you have chosen M3 Mobile, you get industry leading response times and a level of expertise from both Authorized local service center and the manufacturer directly at the same time. We try to provide you with very competitively priced service plans with extended cover to meet your requirements.

BETTER CONVENIENCE SERVICE QUALITY WITH M3 Mobile.

Service coverage in MSC

M3 SPEED CARE					
Category		M3 SPEED CARE (BASIC)	M3 SPEED CARE FOR 3	M3 SPEED CARE FOR 5	M3 SPEED CARE ONLY FOR SL10/SL10K
Term	Contract	Default (No need to contract)	In term of Contract	In term of Contract	In term of Contract
	Device	1year	3years	5years	3years
	Battery	6month	1 year	1year	1year
	Accessory	6month	6month	1year	6month
Repair by M3 Care Technician (Including M3 Authorized Service center)		●	●	●	●
Standard Inspection Service on Receipt		●	●	●	●
Turn Around Time(Repair time)		7-10days	3-7days	3-7days	3-7days
Repair Coverage	Manufacture Defect	●	●	●	●
	Normal Wear/Tear	X	●	●	●
	Latest Firmware upgrade	●	●	●	●
Shipping Cost	Inbound	X	●	●	X
	Outbound	●	●	●	●
1 or 2 year renewal		●	●	●	●
Accidental Breakge (Comprehesive Coverage)		Not comprehensive	Included Comprehensive	Included Comprehensive	Included Comprehensive
Battery Refresh		X	Optional Contract	Optional Contract	Optional Contract
Available at Information technology Centre (On-line help Desk)		●	●	●	●
TOTAL loss Device / Replacement		X	Unable -Optional	Unable -Optional	Unable

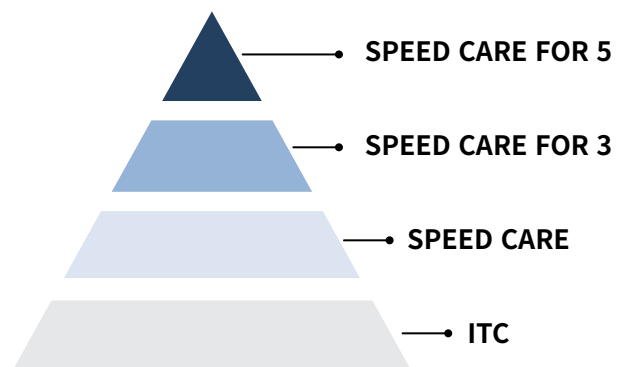
Note: Please check for the latest information, including detailed contents and available service options.

- ✓ Service availability is dependent on country. For further information please contact your M3 Mobile representative.
- ✓ In-house turnaround time represents the time a unit spends at M3 in the repair process, the 3-5-7 Business Day turnaround time is an objective that is guaranteed, and this time does not include transit time.
- ✓ Provide support cover Monday through Friday 9 a.m. to 6 p.m. local time, excluding holidays observed by M3 Mobile and their repair centers as well.
- ✓ Provide callback response within four (4) business hours.
The M3 representative will assess the nature of the problem. Assist/perform problem determination and manage the problem resolution.
- ✓ A service package contract as M3 Speed care should be purchased from M3 upon a receipt of device within 45days. If after 45days then it will be not allowed to contract the M3 SPEED CARE Service program.

M3 have all service center and facility who are providing excellent service Quality with kinds manner.



FOUR LEVELS OF SERVICE



INFORMATION TECHNOLOGY CENTRE

M3 mobile provide information technology centre who needs software updates and the error of Software for trouble shooting and what else abnormal symptom on the device.

- ✓ Support via web board
- ✓ Help desk available via web board
- ✓ Technical support and any error of request or consult
- ✓ Quick response to web board feedback within 4hours
- ✓ Assignment to expert M3 engineer to accompany with the inquiry
- ✓ Upgrading OS or downloading with latest SDK.

SPEED CARE BASIC (1YEAR)

- ✓ ITC web board support
- ✓ Help desk available via web board
- ✓ Technical supported included
- ✓ 7-10days turnaround time on repair
- ✓ Repair by Authorized M3 service centre Included
Authorized M3 partner Service Centre
- ✓ Warranty period care for 1 year the date of shipment
- ✓ Manufacture Warranty Included (1year)
- ✓ Accessory Warranty included (6 months)
- ✓ Battery Warranty included (6 months)
- ✓ Shipping cost support (one way)
- ✓ Does not included Accident Breakage/fault for
Accessory and Device (Not support)
- ✓ No contract available.

SPEED CARE FOR 3 (3YEARS)

- ✓ ITC web board support
- ✓ Help desk available via web board
- ✓ Technical supported included
- ✓ 3-7 days turnaround time on repair
- ✓ Repair by Authorized M3 service centre Included
Authorized M3 partner Service Centre
- ✓ Warranty period care for 3 years the date of shipment
- ✓ Manufacture Warranty Included (3years)
- ✓ Accessory Warranty included (6 months)
- ✓ Battery Warranty included (1year)
- ✓ Shipping cost support (two way)
- ✓ Comprehensive Coverage included
- ✓ Does included user Accident breakage/fault for
Accessory and Device (Support)
- ✓ Does not included Total loss damaged (more 5 of
main parts total damage)
- ✓ Contract is required

SPEED CARE FOR 5 (5YEARS)

- ✓ ITC web board support
- ✓ Technical supported included
- ✓ 3-7 days turnaround time on repair
- ✓ Repair by Authorized M3 service centre Included
Authorized M3 partner Service Centre
- ✓ Warranty period care for 5 years the date of
shipment
- ✓ Manufacture Warranty Included (5years)
- ✓ Accessory Warranty included (1year)
- ✓ Battery Warranty included (1year)
- ✓ Shipping cost support (two way)
- ✓ Comprehensive Coverage included
- ✓ Does included user Accident breakage/fault for
Accessory and Device (Support)
- ✓ Does not included Total loss damaged (more 5 of
main parts total damage)
- ✓ Contract is required

CONTACT INFORMATION

CONTACT TO M3 MOBILE CUSTOMER SERVICE DIRECTLY:

Contact	Title	Job
CUSTOMER SERVICE TEAM Tel : +82-32-623-0037 E-mail : CS@m3mobile.co.kr	Customer Service Headquarter	Daily operational communication, Technical Support, Processes, Repair line management Escalation Level 1/2/3

Delivery of Address :

Unit 604, 201 Chunui Technopark II, 18, Bucheon-ro 198beon-gil,
Wonmi-gu, Bucheon-si, Gyeonggi-do, Korea, ZIP: 14557

M3 Mobie

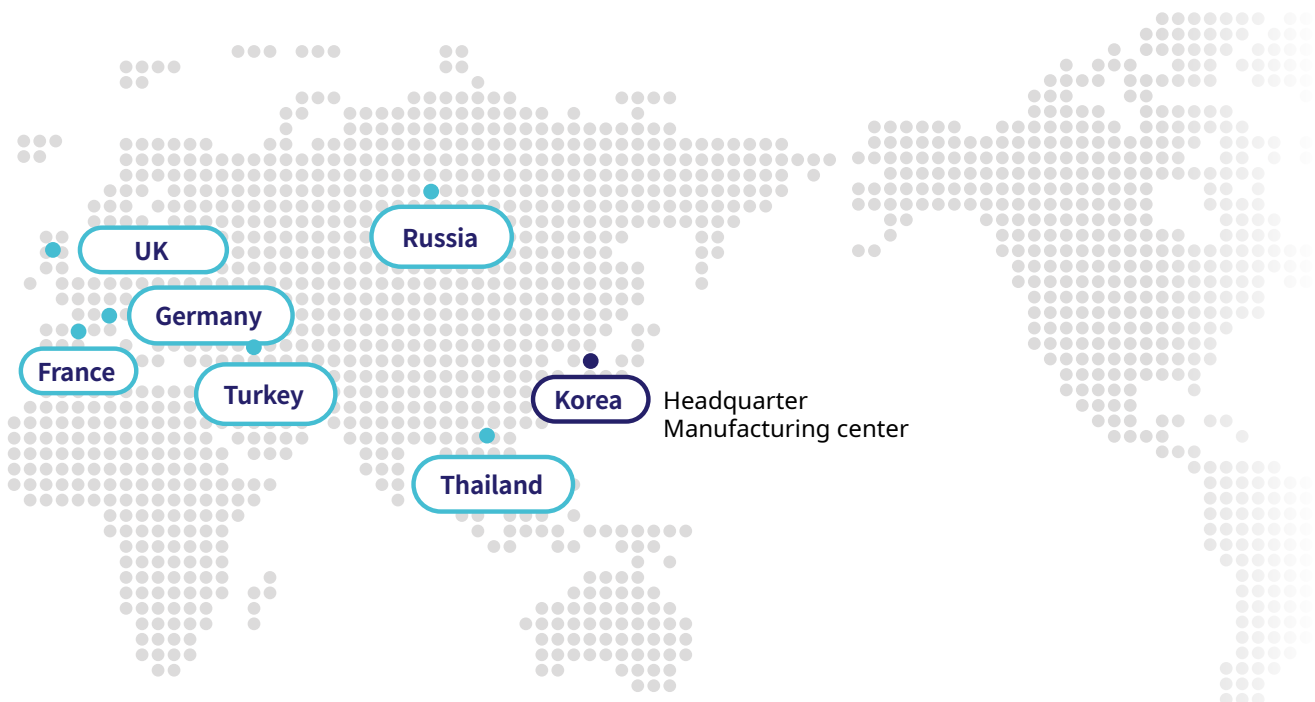
Tel: +82-70-4891-4621

Attn: Stanley.Shin

CASE OF DEFINITION

GLOBAL SERVICE CENTRE/FACILITY

THERE ARE TOTAL 37 COUNTRIES WILL BE SUPPORTED BY M3 AUTHORIZED SERVICE CENTER IN THE WORLD.



GLOBAL LANGUAGE SUPPORT

From all M3 speed service care will be supported via various 10 languages support as well.

It will be helpful more to communicate to the customer for easy communication. Otherwise, M3 speed service care will be guided you as expectation of customer nearby your language.

- ✓ Korea
- ✓ English
- ✓ Germany
- ✓ Netherland
- ✓ France
- ✓ Italia
- ✓ Spain
- ✓ Portugal
- ✓ Morocco
- ✓ Turkey

(*LISTED ONLY FOR MAIN AREA) Other regions will be guided you via sales team.

Germany

WEILANDT ELEKTRONIK

Weilandt Elektronik GmbH , Carolus-Magnus-Straße
12, 45356 Essen, Germany
T) 49(0) 201 10 99 81 61
Key account Manager : Tobias Perplies
Email: t.perplies@weilandt-elektronik.de
Languages: Germany, English, Russia, Japan, Poland

UK

BIAS Technology Support.LTD

7 Blackhill Road West, Holton Heath Trading Park,
Poole, Dorset, BH16 6LE
T) 44(0) 1202 620955
Sales Manager: Gavin Dalrymple
Email: gavind@biastechnology.com
Language: English

All EU country included Germany

JARLTECH EUROPE GmbH

Raiffeisenstr. 5-7 61250 Usingen / Germany
T) 49(0) 6081 600 303
Technical department director: Oliver Schulz
Email: oliver.schulz@jarltech.de
Language: English, Germany

France

PRESTINFO MAINTENANCE

18, avenue ZAC de Chassagne, 69360 Ternay, Lyon
city, France
T) +33(09)72189164

Email: repaircenter.m3@prestinfo-maintenance.com
Language: France, Italy, English

Russia

RSS

127566, Moscow, Ulitsa Rimskogo-Korsakova, 3 Russia
T) +7 (495) 276-22-55 (доб. 5531)
Service Manager: Mr Plaksin
Email: plaksin@rss.ru
Language: Russia, English

Korea/M3 Headquarter service

M3 Mobile Headquarter Service center

Unit 604, 201 Chuni Technopark, 18 Buchen-ro 198
Beon-gil, Wonmi-gu, Bucheon-si,
Gyeonggi-do, Korea Zip 14557
T) 02-574-0037
Service Technician: Peter Chae
Email: peter.chae@m3mobile.co.kr
Language: English, Chinese

AP(Asia Pacific), EMEA(Middle East/Africa)

Country: All regions in AP/EMEA Coverage 25 service centers

For more detailed, it will be guided by M3 customer service team
Language: English, Korean, Chinese

[NOTE]

Where else, service centre information will be guided you for more detailed via M3 sales person, It's purpose that needs to protect the information by unknown user available.**INFORMATION TECHNOLOGY CENTRE**

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Support via web board
Help desk available

Speed is Power

M3 MOBILE