Service Description Document for

Part 1: Operational Visibility Service (OVS)
Ver 3.1
(MDM and Support included in OVS offering)

And

Part 2: Operational Visibility Service Connect (OVS Connect)
Ver 1.0
(Connects to Customer owned MDM. MDM and support for MDM not included in OVS Connect offering)

17 Mar 2016
## Part 1: Operational Visibility Service

*Version 3.1*

### Part Numbers:

<table>
<thead>
<tr>
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<th>Quantity Tier</th>
<th>Contract Duration</th>
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<tbody>
<tr>
<td>MSO-TR0-30</td>
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OVERVIEW

Operational Visibility Service (OVS) is a service product available for Zebra Customers to enable visibility and insight to Device utilization and performance in the Customer’s operational environment. Typically, the operational environment consists of multiple Customer sites (e.g., retail location, warehouse, field service routes, etc.) and third party locations (e.g., Zebra repair center, spare pool, staging depot, etc.). The goal of the OVS is to provide Customers with up-to-date visibility of the location of all its Devices (mobile computers, networked printers etc), the condition they are in (e.g., critical battery events observed, WLAN signal strength, etc.) and how the Devices are being utilized. In addition, the OVS will provide a number of service reports (e.g., customer calls, repair inventory, spare pool inventory, trouble ticket, device deployment, etc.), where applicable, when that data has been passed to the underlying Asset Visibility Platform (AVP), as described below.

The OVS is delivered using the AVP, which consists of a cloud-hosted mobile device management tool (MDM Tool), service portal (OVS Portal), and various data connections into Zebra. Optionally, the OVS may also connect to the Customer’s backend service systems. The MDM Tool used is SOTI MobiControl and OVS includes access by authorized users to the MDM Tool.

The OVS is available for a three year or five year fixed Service Period. For some Products, OVS is also available on a 7-year "Annually Billed" basis, using part numbers which end in the letter "A". Products eligible for Annually Billed Contracts are: MC32, MC92, WAP4, VC70, WT41, MC67, TC70, and TC75.
# Zebra Service Description Document

<table>
<thead>
<tr>
<th>OVS</th>
<th>Best for…</th>
<th>Solution Size 250-2500+ Devices</th>
<th>Product Code</th>
<th>Details</th>
<th>Onboarding</th>
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<td>• Asset Health, Utilization Trends, Geo-Location, Device Metrics &amp; Reports</td>
<td>• Visibility to your entire Zebra mobile device fleet and more</td>
<td>• Obtaining advanced operational insight</td>
<td>• Cloud Based, Management and Integration Platform that Delivers Visibility and Significantly Improved Control</td>
<td>• Includes on-boarding of Operational Dashboard and MDM platform and basic MDM configuration</td>
<td>• Includes on-boarding of Operational Dashboard and MDM platform and basic MDM configuration</td>
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<tr>
<td>• Operational Dashboard, Configurable views &amp; thresholds</td>
<td>• Being able to identify, locate and understand the condition of your mobile devices and printers</td>
<td>• Reporting &amp; Analytics with data from operational environment</td>
<td>• Purpose Built for Business Critical Assets in Targeted Industry Verticals</td>
<td>• Target timeframe is 4 Weeks from order completion to MDM Instance and Portal to operational.</td>
<td>• Order completion is defined as P.O. received, Customer Order form complete and submitted, MDM configuration template to be completed within five (5) business days following the receipt of the completed order.</td>
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<tr>
<td>• Reporting &amp; Analytics with data from operational environment</td>
<td>• Having a managed Service based on a Platform for Growth, Collaboration, Application of Best Practice and Scalability of Experience backed up by Zebra Technologies.</td>
<td>• Engineered for Mobile Computing and Zebra Mobile Printers</td>
<td>• Range of Services: Foundational Asset Visibility to Transformative, Deeply Integrated SLA Defined Business Outcomes</td>
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<td>• Comprehensive Cloud Hosted Service including MDM console</td>
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<td>• MSO-OVS-10-R – 1 Year RENEWAL</td>
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<td>• MSO-OPT-SRVC – Additional Advanced Services</td>
<td></td>
<td>• MSO-OPT-SRVC – Additional Advanced Services</td>
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</table>
1. SERVICE DESCRIPTION

1. Zebra OVS Services

- Managed hosting of MDM Tool and OVS Portal:
  Configuration of the MDM Tool will be handled by Zebra and is included in the OVS price. However, Customer must provide details in the prescribed MDM Information Template form so Zebra can perform the configuration. Zebra will do following:
  - Implement Device Groups (Folder structure). Customer is responsible for creating actual Device profiles.
  - Add Device Rules. Zebra will create up to 4 device rules for each Device model. This assumes Add Device rules point to “Staging” group in tree/group structure.
  - Create up to 10 Notification profiles that exclude the email recipients. Customer is responsible for setting up and maintaining the distribution list of email recipients in the notification profiles.
  - Create up to a maximum of 100 sites + 10 Alert rules (except geofence rules) for Device Groups (not individual devices). Customer is responsible for Distribution Email group list creation and management.
  - Create up to 20 Data Collection Rules maximum for device groups. Customer is responsible for any modification or additions post OVS go-live.
  - Create automatic relocation rules for each site based on IP address range if supported by MDM Tool. Customer is responsible for any modification or additions post OVS go-live.
  - Create up to 10 File Sync rules for entire device groups only. File sync rules are not validated – they are created and provided by Customer. Customer is responsible for any modification or additions post OVS go-live.
  - Create / provide both MDM Tool server and Device certificate configuration. (No specified limit.) Customer is responsible for providing Customer specific infrastructure information to create rules.
  - Create up to 4 lockdown menus per Device model.
  - Customer is responsible for creating application control and feature control rules.

- Setting up the OVS Portal with MDM Tool and Zebra backend data systems so that reports (described in section 2 below) can be created.
- Testing of the MDM Tool and OVS Portal, and providing checklist to Customer.
- Ongoing adjustment to MDM Tool hierarchy, as requested by Customer. Zebra will charge for each adjustment after the initial configuration (described in the above bulleted section), which will be billed at Zebra’s then-current hourly rate.
- Online training on functionality and use of the OVS portal. SOTI training courses offered by SOTI academy are available from Zebra for one student per OVS order.
- Online training with a focus on best practices for operational processes when utilizing the AVP functionality to manage and track Devices.
- Create End-User Customer portal dashboard and/or Customer portal dashboard where applicable
2. **Zebra OVS Reports**
   
a. **Operational and Service Reports** (available for all Zebra Mobile Computing Devices and subject to data availability)

   Zebra will provide the following reports as part of the OVS and subject to Device data being available. Anything outside of the reports listed below is a custom service and will attract additional charges.

**OneCare OVS Reports with Essential**

The following reports are available to OneCare Essential customers with OVS:

- Active Devices
- Critical Battery Events
- Device Battery Discharge Rate
- Device Battery Level
- Total Devices
- Device Physical Memory Utilization
- Device Storage Memory Utilization
- Managed Individual Device Summary
- Newly Activated Devices
- Out of Contact Devices
- Printed Labels
- Printer Battery Level
- Printer Critical Battery Events
- Printer Odometer
- Repair Queues
- Repair Resolutions
- Unutilized Devices
- WLAN Signal
- WWAN Call Time
- WWAN GPS Locations
- WWAN Signal

**OneCare OVS Reports with Select**

The following reports are available to OneCare Select customers with OVS:

- Active Devices
- Advanced Exchange Resolutions
- Case Queue
- Case Resolutions
- Managed Individual Device Summary
- Critical Battery Events
- Device Battery Discharge Rate
- Total Devices
- Device Battery Level
- Device Physical Memory Utilization
- Device Storage Memory Utilization
- Newly Activated Devices
• Out of Contact Devices
• Printed Labels
• Printer Battery Level
• Printer Critical Battery Events
• Printer Odometer
• Repair Queues
• Repair Resolutions
• Unutilized Devices
• WLAN Signal
• WWAN Call Time
• WWAN GPS Locations
• WWAN Signal Report

b. Operational Reports for Zebra Printers

The following reports will be made available on the OVS Portal. Anything outside of the reports listed below is a custom service and will attract additional charges.

- Device Reports:
  Device Inventory, Active Devices, Out of Contact Devices. The Customer is responsible for keeping an up to date inventory of the Devices.
- Battery Reports:
  Printer Critical Battery Events, and Printer Battery Level
- Operations report:
  Printer Labels and Printer Odometer

Zebra LinkOS printer requires a Printer Access Server (PAS) for the communication of Printer on WLAN. The PAS component can be installed in the SOTI server which will enable the printer connection to SOTI to deliver operational reports. Additional work for such installation is required by Zebra. Additional charge apply.

3. Service Desk

a. The OVS will be supported as per the Customer’s current Zebra Support Contract. Customer should refer to the relevant Zebra Support Contract(s) for information on Service Desk coverage hours, and email and telephone contact information.

The Customer can contact the Service Desk for support on the following:

- Issues with Portal Access – Password Reset, Cannot Login,
- Incorrect Display of Data on the OVS Portal
- Issues with reports data, downloading/saving a report
- SOTI Access - Password Reset, Cannot Login
- SOTI Availability – Up/Down Time but excludes mobile device agent and/or incorrect information from the agent to the SOTI MDM.
- Help with filling out a case report.
b. Response Time. Zebra will provide callback response during standard business hours for OVS Portal and MDM Tool reported issues within four (4) business hours.

OVS Portal and MDM Tool reported issues and escalated issues will be further handled during standard business hours.

4. OVS Portal:

Zebra will provide OVS Portal access to the appointed Customer’s Technical Project lead. It will be this person’s responsibility to provide access to the Customer’s other users, this includes users’ access rights and restrictions. Customer will ensure that each user agrees with Zebra’s End User License Agreement EULA before accessing the OVS Portal. The max number of user on the system depends on number of devices – one user per one hundred devices.

Performance

a. The target availability of the OVS Portal is 99% (excluding planned maintenance windows). The availability is a target and is not guaranteed.

b. The target timeframe for OVS Portal availability is within four (4) weeks of ordering and submitting the completed OVS order form. This assumes the Customer has completed and submitted the MDM Information Template within five (5) business days of OVS order acceptance.

   a. The target timeframe is measured from the time the MDM Information Template is received to the time first Customer user has access to the MDM Tool and to the OVS Portal

   b. Data within the MDM Tool is targeted for same timeframe but dependent on Customer timeline for MDM client loaded to Device and proper push of data from Device to MDM tool

   c. When applicable, the completion of Zebra repair and help desk ticketing data integration (for Devices under Zebra Support Contract) should not exceed four weeks beyond initial first user access to OVS Portal.

   d. This assumes that the contract is bookable in contract systems. It requires that all the device serial numbers under contract are provided to Zebra’s contract team.

MDM Tool software updates, security fixes, and/or general releases may be made available to Zebra by the MDM Tool licensor throughout the term of the OVS. Deployment by Zebra is subject to Zebra’s testing and signoff criteria, which includes successful completion of integration testing with the OVS Portal.
2. CUSTOMER RESPONSIBILITIES

e. **Contacts:** Customer will provide access to a single Technical Project lead who will be responsible for working with Zebra to deliver the OVS. Any additional resources and subject matter experts, as requested by Zebra, should work through the appointed Technical Project lead to answer technical questions related to the OVS. Optional advanced services are available if the Customer does not have the technical resource.

f. **Handover Documentation:** The Customer will create and hand over document/email for the End User Customer, which will contain items like the MDM Tool URL, login and snapshot of the Device hierarchy. The final document will be used by the Service Desk in order to support the Customer/End User Customer as reference, and to see if it has been changed.

g. **MDM Agent:** The Customer will load MDM Tool agent provided by Zebra either as a part of Gold Image or as a separate step. All deployed Devices need to be updated and the Gold image must be updated by the Customer and shared with Zebra if Zebra is loading the Gold Image after repair. The Customer is required to update the MDM Tool agent if there is mandatory update. The agent is freely distributed but it is Customer’s responsibility to install it on the Device otherwise visibility may be impacted.

h. **Support of End User:** When required, the Customer will contact Zebra Service Desk for additional support – See the Service Desk section of this document for more detail. The End User Customer shall not contact Zebra directly for OVS enquiries unless supported by an optional service. For details of Customer, please refer to the Definitions description in Section 5 of the SDD.

i. **Completion of MDM Information Template:** Customer is responsible for the full and accurate completion of Zebra’s MDM Information Template within five business (5) days of ordering the OVS. The MDM Configuration Template provides information that Zebra requires to perform the MDM Tool configuration as described in the section 1 (Core Service Description) above. Zebra will contact Customer appointed Technical Lead in case the provided information is not sufficiently complete or clear.

j. **Provide Network Connectivity & Sufficient Network Environment for Service:** Customer is responsible for (1) hosting of the enabling tools such as FTP server if required and (2) required network configuration such as firewall port configurations to enable operation of the OVS. These actions are to ensure that it is possible to access the right systems to enable remote access and remote logging into the Devices that are under management via the OVS. It is responsibility of Customer to provide a networking environment that is stable and provides appropriate bandwidth for the specified Device and application usage. Customer is responsible to setup/maintain MS ActiveSync for MS WinMobile/CE devices. Optional advanced services are available to order from Zebra if required by Customer.

k. **Reasonable Access to Information:** Customer will provide Zebra with access to any information reasonably necessary to facilitate the OVS. Customer is responsible for any modification or additions post OVS go-live.

l. **Configuration and Device Deployment:** Customer will be responsible for any staging, validation of the Device golden image with the MDM capability, integration
of the MDM element with the hosted MDM Tool and deployment of this image or the MDM element on the Device. Customer will provide a stable Device configuration and also detail the Device deployment to Zebra. This level of detail must be provided to allow for the purpose of configuring, installing, testing and troubleshooting the OVS. Optional advanced services are available if the Customer does not have the technical resource.

m. **Provide System Checklist and Hand Off**: Customer will receive the System Checklist at the completion of system set up. OVS will go-live once Customer receives the checklist.

n. **Provide Device Gold Image, Device Profiles/Packages and Manage any Deployment or Customer Software Updates**: Customer is responsible for Gold Image and MDM profile/package creation, deployment and remote updates of images or software on devices. Optional Advanced Services are available to order if required. It is the responsibility of the Customer to load the MDM Agent provided by either Zebra or by the persons responsible for creating the device Gold Image. If the MDM Agent is not deployed and configured correctly, then devices will not be managed by the MDM Platform or be visible in portal. All deployed devices need to be updated and the Gold image must be updated and shared with Zebra if Zebra is loading Gold Image after repair.

p. **Services Not Provided and Not Included in OVS**: Customer is responsible for device management-related services such as Deployment and Staging. Services not specified in this service description document will not be provided by Zebra as part of the OVS. Zebra will not be responsible for the device management, golden image management and device updates. Optional Advanced Services are available to order if required.

**3. LIMITATIONS AND RESTRICTIONS**

1. The provision of OVS shall be subject to the terms and conditions of the Customer’s Agreement with Zebra.

2. The OVS is only available for Zebra Devices with a current Zebra Support Contract. The OVS for each Device will automatically expire with the Zebra Support Contract tied to that Device. Renewals will be available with renewal of the Zebra Support Contract.

   OVS can be ordered without support contract for non-Zebra mobile computer, however the scope of visibility will be limited, based on data availability for those Devices. Non Zebra printers are not supported.

3. The MDM Tool shall be the SOTI-hosted cloud.

4. During the initial setup, the Customer’s Technical Project Lead and Zebra Integration Services will have access to the OVS Portal and MDM Tool. The Customer Technical Project Lead is then responsible for
providing access to additional licensed users.

5. If Customer edits the SOTI Hierarchy and this affects the MDM Tool and/or data in the OVS Portal then a chargeable advanced services engagement may be required in order to repair and/or recover the SOTI Hierarchy.

6. OVS will be operational for the following Operating System Versions:
   - Android - Android 4.1.X Jelly Bean and 4.4.X Kit Kat
   - Windows CE/Windows Embedded Compact - Windows CE5.0, CE6.0, and CE7.0
   - Futures – Windows Operating Systems
   - Link-OS – (Printer Specific see Zebra Printers)

7. Zebra Products fully supported in OVS
   The following:
   TC55, TC70, TC75, TC80, ET1, ET50, ET55, MC40, MC18, MC3200, MC70, MC75, MC55, MC65, MC67, MC95, ES400, MC21XX, MC45, MC9100, MC9200, VC6090, WT4090, WT41N0, MC17, MC18, VC70, VC5090, MT2000, MC2100, MC32XX, MC31XX, EP10, OMNI XT15, and Workabout PRO 4

   The list of Zebra products fully supported in OVS is available in the following link:

8. Zebra Printers - ZT220, ZT230, iMZ220, iMZ320, QLN220, QLN320, and QLN420

9. Consumer, and Non-Zebra products, although fully supported by the MDM Tool will have limited operational visibility in the OVS portal and is subject to data availability.

10. Zebra will not be responsible for purchasing or testing non-Zebra devices as part of the Operational Visibility Service.

11. Customer may terminate Annually Billed Contracts by providing Zebra with at least ninety days written notice of termination prior to the end of the third and each subsequent year. Annually Billed Contracts may be cancelled by Zebra giving Customer at least ninety (90) days’ written notice to expire on any anniversary of the Service Period.
4. **AVAILABILITY**

OVS is available in select countries in EMEA and NA. To check availability in a particular country or for further details, please contact a Zebra sales representative by visiting: https://www.zebra.com/gb/en/about-zebra/contact-us/contact-zebra.html

5. **DEFINITIONS**

The following terms definitions govern the scope of the Operational Visibility Service described in this Service Description Document:

“**Agreement**”: shall mean the agreement in force between Zebra Technologies (or one of its affiliates) and the Customer governing the purchase of the OVS (the "Underlying Agreement"), or in the absence of an Underlying Agreement, by the regional Zebra Standard Terms and Conditions of Sale for Services applicable to such purchase.

“**Asset Visibility Platform**” or “**AVP**”: shall mean the platform used to deliver the OVS, consisting of the MDM Tool, the OVS Portal and certain connections into Zebra backend data systems.

“**Contract**”: shall mean the purchase order placed by the Customer for the OVS (if and when accepted in writing by Zebra) and which constitutes a separate binding contract entered into by Zebra and the Customer in accordance with and incorporating the terms and conditions of the Agreement and this Service Description Document;

“**Customer**”: shall mean the entity purchasing the OVS from Zebra.

“**EULA**” shall mean the End-User Customer License Agreement applicable to the OVS.

“**End-User Customer**”: shall mean the Customer or, in case the Customer is a member of Zebra’s PartnersFirst or PartnerEmpower channel program, whose Devices are the object of the OVS.

“**Devices**”: shall mean the devices covered by a Contract (e.g. such as mobile computing devices, networked printers, etc.).

“**MDM Configuration Template**”: shall mean the template to be completed by the Customer which provides the information Zebra requires to configure MDM Tool.

“**MDM Tool**”: shall mean the mobile device management tool forming part of the AVP.

“**Operational Visibility Service**” or “**OVS**”: shall mean the operational visibility service described in this Service Description Document.
Zebra Service Description Document

“OVS Portal”: shall mean the service portal forming part of the AVP.

“Service Desk”: shall mean Zebra’s help desk for telephone and email support, as described in the Zebra Support Contract(s).

“Zebra Support Contract”: shall mean the contract under which Zebra provides support services in relation to Zebra Devices (e.g. Service from the Start, or Zebra OneCare).

OVS Version 3.1 17 Mar, 2016

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Operational Visibility Service Connect (OVS Connect)

OVERVIEW

Operational Visibility Service Connect (OVS Connect) is a service product available for Zebra Customers to enable visibility and insight to device utilization and performance in the Customer’s operational environment. OVS Connect utilizes customer hosted (‘on premise’ or cloud hosted) MDM and Zebra’s “Connector” software. This allows for customers who already have MDM to connect to Zebra’s Asset Visibility Platform (AVP) and view the dashboard. Typically, the operational environment consists of multiple Customer sites (e.g., retail location, warehouse, field service routes, etc.) and third party locations (e.g., Zebra repair center, spare pool, staging depot, etc.). The goal of the OVS Connect is to provide Customers with up-to-date visibility of the location of all its Devices (mobile computers, networked printers etc), the condition they are in (e.g., critical battery events observed, WLAN signal strength, etc.) and how the Devices are being utilized. In addition, the OVS will provide a number of service reports (e.g., customer calls, repair inventory, spare pool inventory, trouble ticket, device deployment, etc.), where applicable, when that data has been passed to the underlying AVP, as described in the next page.

The OVS Connect is delivered using the AVP, which consists of a customer hosted mobile device management tool (MDM Tool), service portal (OVS Portal), and various data connections into Zebra. Optionally, the OVS Connect may also connect to the Customer’s backend service systems. The MDM Tool used is either SOTI MobiControl or Airwatch.

OVS Connect Part numbers:

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<td>From 250 upto 499 devices</td>
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<td>MS-OVSC-T1-50</td>
<td>From 500 upto 999 devices</td>
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Part numbers for the renewal will be provided in an update.
### Zebra Service Description Document

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</thead>
<tbody>
<tr>
<td>• Asset Health, Utilization Trends, Geo- Location, Device Metrics &amp; Reports</td>
<td>• Visibility to your entire Zebra mobile device fleet and more</td>
<td>250+ Devices</td>
<td>• Provided in a table above</td>
<td>• Purpose Built for Business Critical Assets in Targeted Industry Verticals</td>
<td>• Includes on-boarding of Operational Dashboard and Connection to customer hosted and managed MDM.</td>
</tr>
<tr>
<td></td>
<td>• Obtaining advanced operational insight</td>
<td></td>
<td></td>
<td>• Engineered for Mobile Computing and Zebra Mobile Printers</td>
<td>• Target timeframe is 4 Weeks from order completion to operational Portal.</td>
</tr>
<tr>
<td></td>
<td>• Being able to identify, locate and understand the condition of your mobile devices and printers</td>
<td></td>
<td></td>
<td>• Range of Services: Foundational Asset Visibility to Transformative, Deeply Integrated SLA Defined Business Outcomes</td>
<td>• Order completion is defined as P.O. received, Customer Order form complete and submitted.</td>
</tr>
<tr>
<td></td>
<td>• Having a managed Service based on a Platform for Growth, Collaboration, Application of Best Practice and Scalability of Experience backed up by Zebra Technologies.</td>
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### 1. SERVICE DESCRIPTION

1. **Zebra OVS Connect Services**

   - Connection to Customer on-premise MDM Tool and hosting of OVS Portal:

   Installation and Configuration of the "Connector software" will be handled by Zebra and is included in the one time service initiation ‘set up’ charge SKU. However, Customer must provide information to access servers, the hierarchy of devices, rules etc., so the ‘connector’ software can be effectively customized and installed. Service initiation price assumes Zebra will connect one MDM server to OVS portal. This configuration is expected to take five consecutive working days. Please see customer responsibilities (section 6) for more details.

   Zebra will do following:
   - Configure the ‘connector software and customize to the customer MDM and sites/devices.
   - Customer must provide device details and folder structure. In some occasions Zebra may request customers to modify folder structure.
Zebra Service Description Document

- Zebra will work with customer so they can implement data collections rules that will allow the connector SW to export the necessary data to OS Portal
- Zebra will advice customer on possible best practices in use of auto relocation rules, to improve the accuracy of inventory reports
- Customer is responsible for configuring and maintaining their MDM tool. This includes and not limited to creating and maintaining MDM folder structures, policies and rules as well as creating application control and feature control rules.

- Setting up the OVS Portal with MDM Tool and Zebra backend data systems so that reports (described in section 2 below) can be created.
- Testing of the Connector SW installed in MDM Tool and OVS Portal, and providing check-list to Customer.
- Ongoing adjustment to "connector software", as requested by Customer. Zebra will charge for each adjustment after the initial configuration (described in the above bulleted section), which will be billed at Zebra’s then-current hourly rate plus travel expenses, if applicable.
- Online training on functionality and use of the OVS portal.
- Online training with a focus on best practices for operational processes when utilizing the AVP functionality to manage and track Devices.
- Create End-User Customer portal dashboard and/or Partner portal dashboard where applicable

2. Zebra OVS Reports

b. Operational and Service Reports (available for all Zebra Mobile Computing Devices and subject to data availability)

Zebra will provide the following reports as part of the OVS Connect and subject to Device data being available. Anything outside of the reports listed below is a custom service and will attract additional charges.

OneCare OVS Connect Reports with Essential (with SOTI)

The following reports are available to OneCare Essential customers with OVS Connect:

• Active Devices
• Critical Battery Events
• Device Battery Discharge Rate
• Device Battery Level
• Total Devices
• Device Physical Memory Utilization
• Device Storage Memory Utilization
• Managed Individual Device Summary
• Newly Activated Devices
• Out of Contact Devices
• Printed Labels
• Printer Battery Level
• Printer Critical Battery Events
OneCare OVS Connect Reports with Select (With SOTI)

The following reports are available to OneCare Select customers with OVS Connect:
- Active Devices
- Advanced Exchange Resolutions
- Case Queue
- Case Resolutions
- Managed Individual Device Summary
- Critical Battery Events
- Device Battery Discharge Rate
- Total Devices
- Device Battery Level
- Device Physical Memory Utilization
- Device Storage Memory Utilization
- Newly Activated Devices
- Out of Contact Devices
- Printed Labels
- Printer Battery Level
- Printer Critical Battery Events
- Printer Odometer
- Repair Queues
- Repair Resolutions
- Unutilized Devices
- WLAN Signal
- WWAN Call Time
- WWAN GPS Locations
- WWAN Signal Report

c. OneCare OVS Connect Reports with Essential (With Airwatch)

Some of the same reports listed above are available however their availability is subject to data availability from the MDM.

d. OneCare OVS Connect Reports with Select (With Airwatch)

Some of the same reports listed above are available however their availability is subject to data availability from the MDM.
e. **Operational Reports for Zebra Printers**

The following reports will be made available on the OVS Portal. Anything outside of the reports listed below is a custom service and will attract additional charges.

- **Device Reports:** Device Inventory, Active Devices, Out of Contact Devices. The Customer is responsible for keeping an up to date inventory of the Devices.

- **Battery Reports:** Printer Critical Battery Events, and Printer Battery Level

- **Operations report:** Printer Labels and Printer Odometer

This assumes that the customers MDM system supports and collects the data from the printers. Zebra can provide services for configuration and connectivity of MDM (SOTI and Airwatch) connector for additional fee.

3. **Service Desk**

c. The OVS Connect will be supported as per the Customer’s current Zebra Support Contract. Customer should refer to the relevant Zebra Support Contract(s) for information on Service Desk coverage hours, and email and telephone contact information.

The Customer can contact the Service Desk for support on the following:

- Issues with Portal Access – Password Reset, Cannot Login,
- Incorrect Display of Data on the OVS Portal
- Issues with reports data, downloading/saving a report
- Help with filling out a case report.

Any issues related to MDM tool customers are required to contact their MDM providers. MDM software should be covered under a support contract during the OVS Connect contract duration.

d. **Response Time.** Zebra will provide callback response during standard business hours for OVS Portal reported issues within four (4) business hours.

OVS Portal reported issues and escalated issues will be further handled during standard business hours.
4. **OVS Portal:**

Zebra will provide OVS Portal access to the appointed Customer’s Technical Project lead. It will be this person’s responsibility to provide access to the Customer’s other users, this includes users’ access rights and restrictions. Customer will ensure that each user agrees with Zebra’s End User License Agreement EULA before accessing the OVS Portal. The max number of users depends on the total devices in contract – one user for every hundred devices.

**Performance**

c. The target availability of the OVS Portal is 99% (excluding planned maintenance windows). The availability is a target and is not guaranteed.

d. The target timeframe for OVS Portal availability is within four (4) weeks of ordering.

a. The target timeframe is measured from the time the PO, completed on-boarding form (including serial numbers) is sent to Zebra’s contract team and access to customer server provided (either onsite or remote to install the Connector software) to the time first Customer user has access to the OVS Portal. Please note that the completed ‘Network information form’ should be sent before the Zebra engineer visits the customer’s server location.

b. When applicable, the completion of Zebra repair and help desk ticketing data integration (for Devices under Zebra Support Contract) should not exceed two weeks beyond initial first user access to OVS Portal.

c. This assumes that the contract is bookable in contract systems, which requires that all the device serial numbers under contract are provided to Zebra’s contract team.
2. **CUSTOMER RESPONSIBILITIES**

1. **Contacts:** Customer will provide access to a single Technical Project lead who will be responsible for working with Zebra to deliver the OVS Connect. Any additional resources and subject matter experts, as requested by Zebra, should work through the appointed Technical Project lead to answer technical questions related to the OVS Connect. Optional advanced services are available if the Customer requires technical assistance.

2. **Handover Documentation:** The Customer will create and hand over document/email for the End User Customer, which will contain items like the, login and snapshot of the Device hierarchy. The final document will be used by the Service Desk in order to support the Customer/End User Customer as reference, and to see if it has been changed.

3. **Support of End User:** When required, the Customer will contact Zebra Service Desk for additional support – See the Service Desk section of this document for more detail. The End User Customer shall not contact Zebra directly for OVS Connect queries unless supported by an optional service. For details of Customer please refer to the Definitions description in Section 5 of the SDD.

4. **Completion of Network Information Template:** Customer is responsible for the full and accurate completion of Zebra’s Network Information Template within five business (5) days of ordering the OVS Connect. The Network information Template provides information that Zebra requires to access the MDM server to install “Connector SW” as described in the section 1 (Service Description) above. Zebra will contact Customer appointed Technical Lead in case the provided information is not sufficiently complete or clear.

5. **Provide Network Connectivity & Sufficient Network Environment for Service:** Customer is responsible for (1) hosting of the enabling tools such as FTP server if required and (2) required network configuration such as firewall port configurations to enable operation of the OVS Connect. These actions are to ensure that it is possible to access the right systems to enable remote access and remote logging into the Devices that are under management via the OVS connect. It is responsibility of Customer to provide a networking environment that is stable and provides appropriate bandwidth for the specified Device and application usage. Customer is responsible to setup/maintain MS ActiveSync for MS WinMobile/CE devices. Optional advanced services are available to order from Zebra if required by Customer.

6. **Reasonable Access to Information:** Customer will provide Zebra with access to any information reasonably necessary to facilitate the OVS Connect. Customer must provide device details and folder structure to the Zebra engineer visiting customer location or who will try to install or modify the Connector SW remotely. After the initial deployment, customer should provide remote access and any support by their IT staff required to address any issues. If Zebra has to send an engineer onsite post deployment, additional charges will apply.

   Customers should not alter the Connector SW. In the event the Connector SW is modified, customers can ask Zebra to correct the Connector SW to bring it to original configuration for a charge that is applicable at that time.

7. **Configuration and Device Deployment:** Customer will be responsible for any staging, validation of the Device golden image with the MDM, integration of the MDM element with the hosted MDM Tool and deployment of this image or the MDM element on the Device. Customer will provide a stable Device configuration and also detail the Device deployment to Zebra. This level of
detail must be provided to allow for the purpose of configuring, installing, testing and troubleshooting the OVS Connect. Optional advanced services are available if the Customer does not have the technical resource.

8. **Provide System Checklist and Hand Off:** Customer will receive the System Checklist at the completion of system set up. OVS will go-live once Customer receives the checklist.

9. **MDM Version Changes:** Customer should inform Zebra of any version changes they plan to do on MDM, 60 days in advance that will affect the connector software after the initiation.

10. **MDM Support:** Customers must procure the necessary support for the MDM. Zebra will not cover the MDM support in case of OVS Connect.

11. **Provide Device Gold Image, Device Profiles/Packages and Manage any Deployment or Customer Software Updates:** Customer is responsible for Gold Image and MDM profile/package creation, deployment and remote updates of images or software on devices. Optional Advanced Services are available to order if required. It is the responsibility of the Customer to load the MDM Agent provided by the persons responsible for creating the device Gold Image. If the MDM Agent is not deployed and configured correctly, then devices will not be managed by the MDM Platform or be visible in portal. All deployed devices need to be updated and the Gold image must be updated and shared with Zebra if Zebra is loading Gold Image after repair.

12. **Services Not Provided and Not Included in OVS Connect:** Customer is responsible for device management-related services such as Deployment and Staging. Services not specified in this service description document will not be provided by Zebra as part of the OVS Connect. Zebra will not be responsible for the device management, golden image management and device updates. Optional Advanced Services are available to order if required.

13. **Replacement of Devices:** The Customer is responsible for utilizing the platform available through OVS Connect and maintaining, through operational processes, the accuracy of device replacements/movements of devices between end user locations. This includes the detail regarding replacement and/or movement of devices between end user locations. If this is not adhered to then the data that is displayed in the OVS Portal may not always be accurate and visibility may be impacted.

### 3. LIMITATIONS AND RESTRICTIONS

1. The provision of OVS Connect shall be subject to the terms and conditions of the Customer’s Agreement with Zebra.

2. The OVS Connect is only available for Zebra Devices with a current Zebra Support Contract. The OVS Connect for each Device will automatically expire with the Zebra Support Contract tied to that Device. Renewals will be available with renewal of the Zebra Support Contract.

   OVS Connect can be ordered without support contract for non-Zebra consumer device, however the scope of visibility will be limited, based on data availability for those Devices.

3. MDM Tools currently supported by OVS Connect are SOTI MobiControl and Airwatch. Zebra must have read-only unrestricted access to MDM database or MDM supported API to be able to provide OVS Connect service.
4. Level and quality of visibility will vary depending on MDM tool, data collection rules, device model and device capability.

5. During the initial setup the Customer’s Technical Project Lead and Zebra Integration Services will have access to the OVS Portal. The Customer Technical Project Lead is then responsible for providing access to additional licensed users.

6. If Customer edits the SOTI Hierarchy and this affects the “Connector software and/ or data in the OVS Portal then a chargeable advanced services engagement may be required in order to repair and/or recover the SOTI Hierarchy.

7. OVS Connect will be operational for the following Operating System Versions:
   - Android - Android 4.1.X Jelly Bean and 4.4.X Kit Kat
   - Windows CE/Windows Embedded Compact - Windows CE5.0, CE6.0, and CE7.0
   - Futures – Windows Operating Systems
   - Link-OS – (Printer Specific see Zebra Printers)

8. Zebra Products fully supported in OVS Connect The following:
   TC55, TC70, TC75, TC80, ET1, ET50, ET55, MC40, MC18, MC3200, MC70, MC75, MC55, MC65, MC67, MC95, ES400, MC21XX, MC45, MC9100, MC9200, VC6090, WT4090, WT41N0, MC17, MC18, VC70, VC5090, MT2000, MC2100, MC32XX, MC31XX, EP10, OMNI XT15, and Workabout PRO4

   The list of Zebra products fully supported in OVS Connect is available in the following link:


9. Zebra Printers - ZT220, ZT230, iMZ220, iMZ320, QLN220, QLN320, and QLN420

10. Consumer, and Non-Zebra products, although fully supported by the MDM Tool will have limited operational visibility in the OVS portal and is subject to data availability.

11. Zebra will not be responsible for purchasing or testing non-Zebra devices as part of the Operational Visibility Service.
4. AVAILABILITY

OVS Connect is available in most countries across the globe. To check availability in a particular country or for further details, please contact a Zebra sales representative by visiting:

5. DEFINITIONS

The following terms definitions govern the scope of the Operational Visibility Service described in this Service Description Document:

“Agreement”: shall mean the agreement in force between Zebra Technologies (or one of its affiliates) and the Customer governing the purchase of the OVS (the "Underlying Agreement"), or in the absence of an Underlying Agreement, by the regional Zebra Standard Terms and Conditions of Sale for Services applicable to such purchase.

“Asset Visibility Platform” or “AVP”: shall mean the platform used to deliver the OVS, consisting of the MDM Tool, the OVS Portal and certain connections into Zebra backend data systems.

“Contract”: shall mean the purchase order placed by the Customer for the OVS (if and when accepted in writing by Zebra) and which constitutes a separate binding contract entered into by Zebra and the Customer in accordance with and incorporating the terms and conditions of the Agreement and this Service Description Document;

“Customer”: shall mean the entity purchasing the OVS from Zebra.

“EULA” shall mean the End-User Customer License Agreement applicable to the OVS.

“End-User Customer”: shall mean the Customer or, in case the Customer is a member of Zebra’s PartnersFirst or PartnerEmpower channel program, whose Devices are the object of the OVS.

“Devices”: shall mean the devices covered by a Contract (e.g. such as mobile computing devices, networked printers, etc.).

“MDM Tool”: shall mean the mobile device management tool

“Operational Visibility Service” or “OVS”: shall mean the operational visibility service described in this Service Description Document.

“Connector SW”: OVS Connector is developed using Python 3.4.3 exclusively. The machine requires installation of Python 3.4.3
“OVS Portal”: shall mean the service portal forming part of the AVP.

“Service Desk”: shall mean Zebra’s help desk for telephone and email support, as described in the Zebra Support Contract(s).

“Zebra Support Contract”: shall mean the contract under which Zebra provides support services in relation to Zebra Devices (e.g. Service from the Start, or Zebra OneCare).

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