

Security and safety sales accelerated. Rewards unlocked.

Motorola Solutions International Partner Advantage Program Guide 2025



Table of contents

Program structure

- 4 Qualifications & requirements for participation
- 5 Advantage points
- 6 Partner program tiering
- 7 Standard product discounts

Partner benefits

- 8 Partner Advantage program rebates
- 10 Exclusive advantage perks & benefits
- 11 Demo equipment
- 11 Marketing resources
- 12 Online resources
- 13 Project design, quoting, & ordering
- 14 Training
- 15 Required certification
- 16 Support
- 16 Warranty and product replacement
- 17 Appendix

Welcome

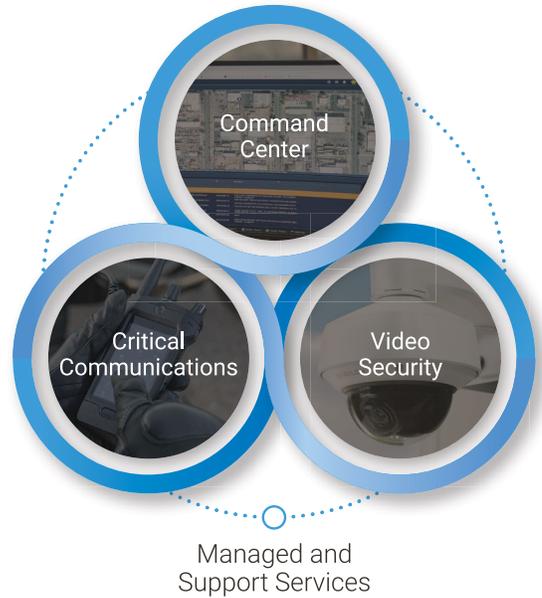
At Motorola Solutions, we believe that everything starts with safety, and together with the Video Security and Access Control (“VS&A”) partner network, we empower our customers to adapt their security at any given moment. We work to address customers’ obstacles before they become challenges, delivering solutions that keep communities safe and businesses running smoothly. Our customers rely on us, and we’re committed to being there for them.

As a Motorola Solutions VS&A partner, you’re helping create a safer world.



The strength of being a Motorola Solutions partner

Motorola Solutions' exceptional safety and security ecosystem unifies video, access control, voice, data, analytics and software, and it provides partners a best-in-class solution to solve critical challenges. Our technologies work together to help deliver on the promise of a safer world. Individually, every Motorola Solutions product and service has a positive impact on safety and security. United, they're exponentially more powerful and help partners build lifelong customers.



About Motorola Solutions Video Security & Access Control

Act with certainty. Our fixed and mobile video, access control and software solutions help you find, analyze and share information so you can respond to events with speed and decisiveness to keep your people and property safe.

AVIGILON™

Bringing together innovative physical security technologies on an open, AI-powered platform, Avigilon solutions are built for ease of use and future-proof scalability. Avigilon's intelligent, cloud-native and on-premise solutions work to solve your security challenges – no matter the industry, requirements or complexity.

PELCO.

Pelco, a global leader in security hardware, engineers devices that help set a new standard for security, safety and operational efficiency. Its specialized cameras and sensors are purpose-built for a range of environments. Pelco devices are built on an open platform and can easily integrate with new or existing security systems.



International program structure

Security and safety sales accelerated. Rewards unlocked.

The Motorola Solutions Partner Advantage Program for 2025 (the “**Program**”) is designed to reward Video Security & Access Control (VS&A) partner sales efforts and demonstrate our commitment to partner success. We offer tier-based benefits, extensive tools, access to our comprehensive security portfolio, plus:

- Technical Expertise & Support
- Sales & Marketing Resources
- Training & Development
- Online Tools & Partner Network
- Recognition & Rewards
- High-Level Engagement

We aim to broaden partner capabilities to create value in the market, and meet customers where they stand with flexible, scalable security solutions through fixed video, advanced analytics and smart access control systems.

Earn Program Points for every dollar spent in a calendar year and advance from tier to tier. Partners can access expanded benefits as they grow from one tier to another — see [Partner Benefits](#) for details.

The details of the Program, as outlined in this guide (the “**Program Guide**”), are applicable to our International partners who conduct business in EMEA, APAC, and LATAM.

Qualifications & requirements for participation

To be an eligible participant in the Program, partners must: (1) be engaged with Motorola Solutions under the most current form of the Motorola Solutions Video Security & Access Control channel partner agreement (“**Partner Agreement**”) or the most current Advantage Program Participation Master Terms and Conditions - International (“**Master Terms**”); and (2) be eligible to purchase VS&A product lines directly from Motorola Solutions or indirectly from one or more authorized VS&A distributors. To maintain good standing in the Program and remain enrolled, partners must also maintain compliance with the terms of their Partner Agreement or the Master Terms (as applicable), maintain a minimum number of active and certified employees associated with partner’s tier (see [Required Certification](#) section), and maintain such staff for all product lines sold at all times, with initial certification of each such employee being achieved within 90 days of executing the Partner Agreement or the Master Terms (as applicable). Participation in the Program is further subject to the terms and conditions as outlined in the [appendix](#).



Advantage points

Partners can earn Advantage Points (“**Points**”) with every dollar spent on Avigilon and Pelco branded product purchases throughout the Program year (subject to each such purchase constituting a Qualifying Sale). Point conversions are based on \$1,000 USD (or local currency equivalent) increments and can vary depending on product lines and sales promotions. Motorola Solutions reserves the right to change the Point conversion values at any time in its discretion. The current Point conversion rates with respect to each product line are indicated in the table below.

PRODUCT LINE	US DOLLAR (IN QUALIFYING SALES) TO ADVANTAGE POINTS EARNED	INCLUDED PRODUCTS
Avigilon Alta Video & Access	\$1,000 = 4 points	Cloud-based video security and access control hardware and software (formerly Openpath and Ava Security products)
Avigilon Unity Video & Access	\$1,000 = 1 point	On-premise video security and access control hardware and software from Avigilon Unity (formerly ACC, ACM and ACS) or IndigoVision
Pelco	\$1,000 = 2 points	Pelco hardware and software, including Pelco Calipsa.

Partners must achieve the Point target thresholds detailed in the table below during the Program year in order to maintain their tier status.

TIER ANNUAL POINT TARGET THRESHOLDS	PREFERRED	PREMIER	ELITE	ELITE+
Points	< 100	101 - 500	501 - 1000	> 1000

Qualifying sales

Purchases of qualifying VS&A products (listed in the price book for each product line - (Avigilon Unity, Avigilon Alta, Pelco) made directly from Motorola Solutions or through authorized VS&A distributors during the program year count as “Qualifying Sales”. These sales contribute to tier-based sales targets and annual/quarterly rebate-based sales targets. Qualifying Sales do not include Evolv Concealed Weapons Detection products, non-fixed video products, software subscription renewals, refurbished products, evaluation/demonstration products, or products from companies acquired by Motorola Solutions unless explicitly stated otherwise. The total contract value for Avigilon Alta Video and Avigilon Alta Access subscriptions qualify. Avigilon Unity/ACC Software Upgrade Plans are considered Qualifying Sales under the “Avigilon Unity” product line. Further details pertaining to Qualifying Sales are provided for in the [appendix](#).



Partner program tiering

The Program consists of four partner tiers – Preferred, Premier, Elite and Elite+. Partners must achieve the Point target thresholds detailed in the table above during the Program year in order to maintain their tier status. Partners are assigned a single tier, regardless of the number and combination of brands and product lines they are entitled to sell. The higher the tier, the greater the benefits and rewards. Partner tiering is conducted annually.

How tiering works for new partners

New partners will be assigned to the Preferred tier when they enter the Program and will have the ability to progress to a higher tier by earning Points to achieve applicable target thresholds and meeting other Program requirements.

Preferred tier partners will buy Motorola Solutions VS&A products indirectly from authorized distributors and will have the opportunity to buy directly from Motorola Solutions when they progress to the Premier tier and above.

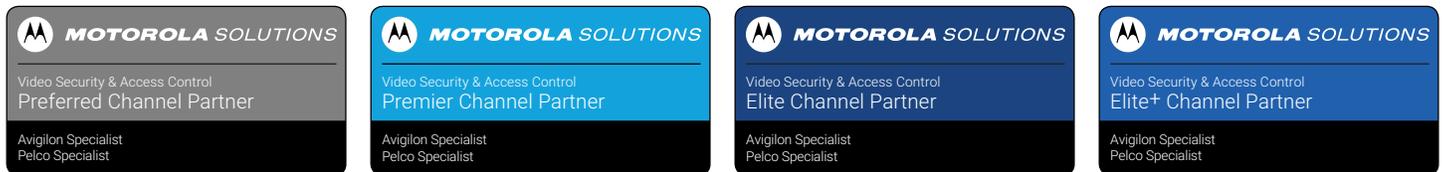
How tiering works for existing partners

For existing partners who were enrolled in the 2024 Partner Advantage Program, 2025 Program tiers will be assigned by assessing the Points that the partner achieved as a participant in the 2024 Partner Advantage Program.

Brand specializations

Brand specializations designate specific Avigilon and/or Pelco product lines partners are authorized to sell. This designation is in addition to the existing partner tier and confirms certification and proficiency in selling those products. To become a brand specialist, apply for entitlement to each desired product line (Avigilon Unity Video, Avigilon Unity Access, Avigilon Alta Video, Avigilon Alta Access, and/or Pelco) through the VS&A Partner Portal. Partners can specialize in Avigilon, Pelco, or both, regardless of tier. Once approved, partners may represent themselves as brand specialists to customers. Accurate reflection of tier and brand specializations in all communications and marketing materials is required. Digital certificates and badges are available in the Partner Portal.

Examples of a partner tier badge with brand specializations are shown below.





Standard product discounts

Discounts are assigned based on Program tiers. Partners are assigned a single discount, regardless of the number and combination of brands and product lines they are entitled to sell. The higher the tier, the greater the discount.

For clarity, only partners purchasing VS&A products directly from Motorola Solutions may be eligible for discounts offered by Motorola Solutions under the Program. All such discounts are determined at Motorola Solutions' sole discretion. Discounts for partners purchasing VS&A products indirectly from authorized VS&A distributors are at the discretion of the distributor.

How discounts work for new partners

All new partners will enter the 2025 Program in the Preferred tier and will purchase VS&A products exclusively from authorized distributors. Discounts will be provided to such new Preferred partners at the distributor's discretion.

How discounts work for existing partners

For existing partners who were enrolled in the 2024 Partner Advantage Program, 2025 discounts will be assigned by assessing the tier that the partner achieved as a participant in the 2024 Partner Advantage Program.

TIER	DISCOUNT
Preferred	30%
Premier	35%
Elite	40%
Elite+	42%



Exciting rewards await

Partner Advantage program rebates

Premier, Elite, and Elite+ partners are eligible to participate in the rebate portion of the Program. Preferred partners are not eligible for rebates. Based on their tier, participating partners can earn up to 5.5% of their total annual Qualifying Sales back through three rebates:

Step 1 Quarterly Baseline Growth Rebate

Participating partners can earn a rebate worth 1% of their total **quarterly** Qualifying Sales by achieving their Baseline Growth Target ("BGST"). The BGST is 15% growth from the previous year's total sales divided by 4 or \$60,000 USD per quarter (or local currency equivalent) - whichever is higher. The relevant calculations are as follows:

BGST

= (Previous Year's Total Sales x 1.15) / 4 or \$60,000 USD per quarter (or local currency equivalent) - whichever is higher.

Baseline Growth Rebate

= [Where BGST is met, Q1 Qualifying Sales x 1%] +
[Where BGST is met, Q2 Qualifying Sales x 1%] +
[Where BGST is met, Q3 Qualifying Sales x 1%] +
[Where BGST is met, Q4 Qualifying Sales x 1%]

Maximum Baseline Growth Rebate that can be achieved is

1% of total annual Qualifying Sales for the Program year



Step 2 Annual Accelerator Growth Rebate

Participating partners can earn an additional rebate worth of up to 4% of their total annual Qualifying Sales for the Program year by achieving their Accelerator Growth Sales Target (“AGST”) for the Program year. AGST is 30% growth from the previous year’s total sales. The relevant calculations are as follows:

AGST

= Previous Year’s Total Sales x 1.3

Annual Accelerator Growth Rebate

= Partner’s total annual Qualifying Sales for the Program year x 2% for Premier Partners, 3% for Elite Partners, or 4% for Elite+ partners

Step 3 Annual Multi-Brand Bonus Rebate

Participating partners that achieve their Accelerator Growth Rebate can also earn a rebate worth an additional 0.5% of their total annual Qualifying Sales for the Program year (“Multi-Brand Bonus Rebate”) by selling \$60,000 USD (or local currency equivalent) worth of product in at least two of the following product line categories: Avigilon Unity; Avigilon Alta; Pelco.

Multi-Brand Bonus

= 0.5% x Partner’s total annual Qualifying Sales for Program year.

Rebate Administration

Program participants will receive notification about earned rebates, which will be sent to the designated Program Communications Recipient. If you have any questions or require assistance, please contact your sales representative.

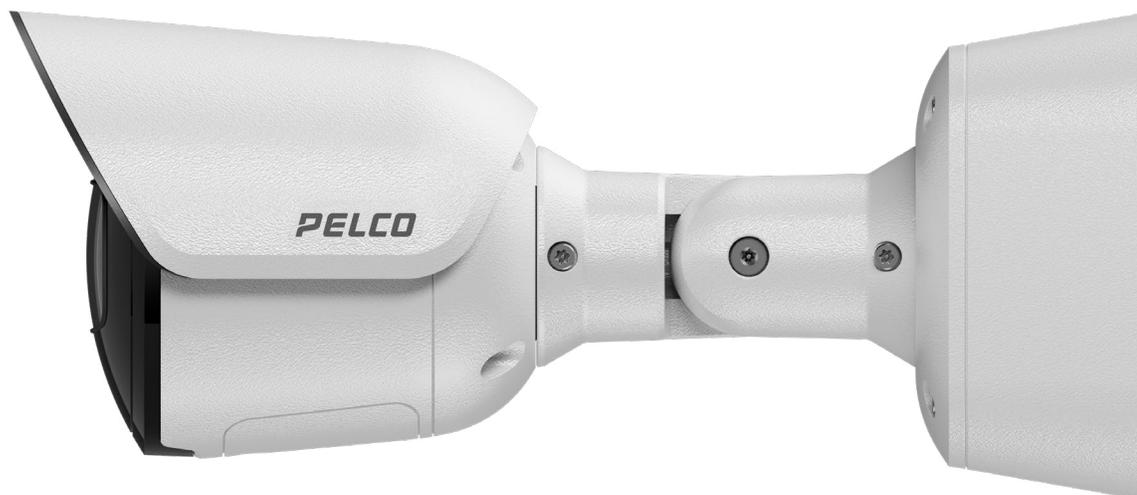
Rebates are paid as credits, either directly to the partner’s Motorola Solutions account or, where a partner purchases solely through distribution, to be redeemed through an authorized VS&A distributor. Where credited to a partner’s account with Motorola Solutions, these credits can be used towards new orders or outstanding invoices. When using credits with authorized VS&A distributors, credits must be applied to a single purchase. Rebate credits have a six-month expiration date from issuance. After this period, any unused credit may be applied to outstanding invoices at Motorola Solutions’ discretion.

Baseline Growth, Accelerator Growth, and Multi-Brand Bonus Rebates are paid annually at the beginning of the year following the Program year.

Further details pertaining to rebates and rebate pay out are provided for in the [appendix](#).

Co-op

Partners can maximize marketing impact and fuel business growth with Motorola Solutions’ Co-op Marketing Program. Available exclusively to Elite and Elite+ partners, this program offers funding for a wide range of initiatives – from partner development to events, training, and more allowing partners to tailor their marketing strategies for optimal success. By working together, partners can ensure they are positioned to capture new opportunities and achieve remarkable growth. Additional terms and conditions may apply.



Exclusive advantage perks & benefits

Partners can advance from tier-to-tier and receive more benefits.

	PREFERRED	PREMIER	ELITE	ELITE+
RTM for Purchasing Motorola Solutions Products	Distribution	Direct/Dist	Direct/Dist	Direct/Dist
Technical Support*	Standard	Standard	Elite	Elite
Tier Recognition Badges & Certificates	Digital Badge	Digital Certificate	Digital Certificate	Digital Certificate
Online Sales Training and Certification	✓	✓	✓	✓
Support Community Access	✓	✓	✓	✓
Dedicated Channel Account Manager	✓	✓	✓	✓
Product Newsletter	✓	✓	✓	✓
Self-serve Marketing and Sales Resources	✓	✓	✓	✓
Partner Portal	✓	✓	✓	✓
System Design Assistance	✓	✓	✓	✓
Order Central (Alta Video)		✓	✓	✓
Avigilon Online Shopping (Unity & Access Control)		✓	✓	✓
Executive Partner Forum Attendance		✓	✓	✓
Partner Advantage Program Rebate Potential		3.5%	4.5%	5.5%
Co-op Funds			✓	✓
Dedicated Channel Marketing Resource			✓	✓

* Elite Technical Support includes priority access to chat, SMS, WhatsApp and phone support. The caller must be individually certified to access Elite Support. Elite Technical Support is currently offered in EMEA and North America only.



Marketing Resources

Product newsletters

Stay ahead of the curve. Get the latest safety and security news, new product launches, and exclusive content from Motorola Solutions. Avigilon and multi-brand partners can [subscribe here](#) to receive VS&A partner newsletters. Pelco partners can [sign up here](#) to receive Pelco-only updates.

Self-serve marketing and sales resources

As a Partner Advantage Program participant, partners have access to a library of marketing materials designed for specific brand and vertical solutions. Partners can access a variety of digital and print banners, articles, and other resources through the VS&A Partner Portal.

Executive Partner Forum

Top-tier partners will receive an exclusive invitation to the Motorola Solutions Executive Partner Forum (EPF). This multi-day event brings together the industry's leading VS&A partners for insightful updates from our C-Suite executives, customized training sessions, a showcase of cutting-edge technology, and networking opportunities.

Demo equipment

Demo equipment discount

All demo purchases are subject to Motorola Solutions' approval. To get started, partners can contact their local sales representative about which product solutions are right for them. To the extent a partner is purchasing directly from Motorola Solutions, they will work with their VS&A distributor directly to acquire demo equipment for showcasing purposes.

Demo gear request

To the extent a partner is purchasing directly from Motorola Solutions, they can request to borrow specialized hardware products from the Avigilon and Pelco demo pool for testing or customer proof-of-concept purposes. Partners can contact their local sales representative for more information.

With respect to demo gear requests, additional terms and conditions may apply, including (but not limited to) meeting a minimum project value. Lost or damaged equipment will be charged to the partner's account at full list price with only a 90-day warranty.



Online Resources

Digital Tool Hub Video Access One ID

Unlock exclusive access to the Motorola Solutions VS&A online central site with your [Video Access One ID](#). As a partner, you'll gain access to a wealth of digital tools and essential resources to support your ongoing success, including:

VS&A Partner Portal

Joining the Program grants partners access to the VS&A Partner Portal, a centralized hub for resources and information. Here, partners can obtain their Motorola Solutions partner tier logo, including specialized credentials and social media tools to promote their affiliation. The designated Super Admin will receive a Welcome Kit and the ability to manage user access for their organization. The portal also provides partner tools, marketing materials, the latest updates, and registration for upcoming events related to Video Security and Access Control.

Order Central

Maximize your efficiency with our new online quoting and ordering platform. Integrated into the VSA Partner Portal and currently piloting with Alta Video, this powerful tool streamlines the entire process of quoting, ordering, and managing subscriptions. Save time, reduce errors, and focus your energy on growth.

Support Community

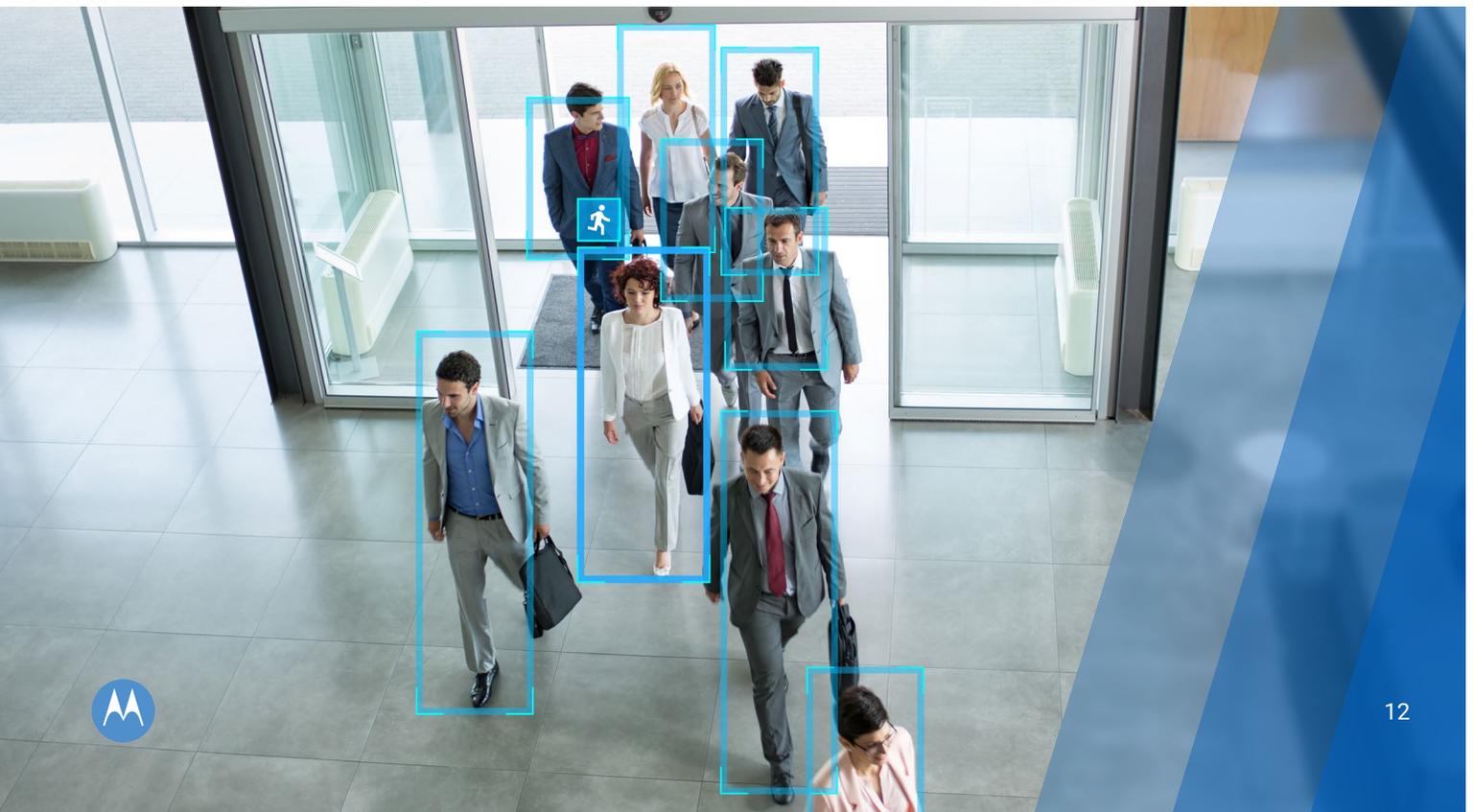
Submit and track support cases, browse through knowledge articles to find answers faster, submit your ideas to our product team and connect with industry peers.

Pelco Support

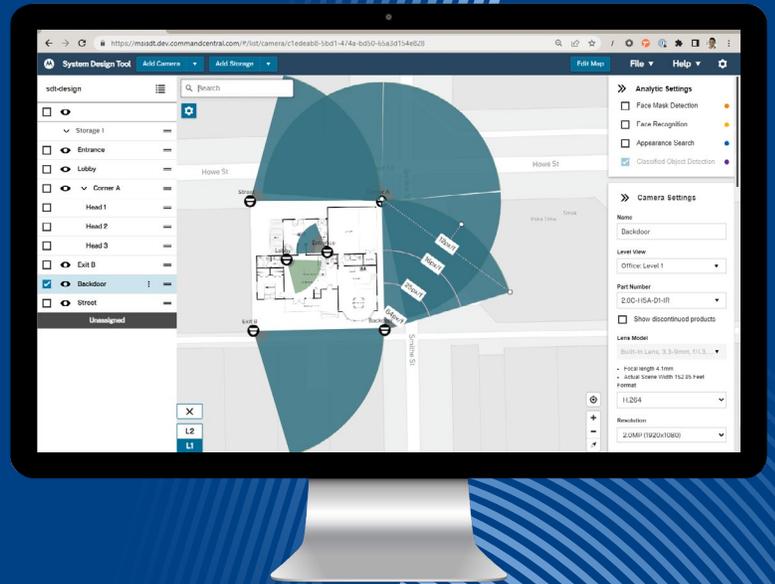
<https://support.pelco.com/>

Avigilon Support

<https://support.avigilon.com/>



Project design, quoting, & ordering



Design projects

System Design Tool

The [Motorola Solutions System Design Tool \(SDT\)](#) helps users choose Avigilon Unity Video and Pelco security cameras that best meet project needs. Partners can easily upload site floor plans, preview overhead camera coverage and simulate scene settings with just a few clicks. The tool also calculates the recording duration based on the selected storage capacity and camera settings. The SDT helps streamline complex system design tasks, saving time on security design and camera selection.

Quoting tools

Avigilon Unity

Easily create a quote after building a project in [SDT](#). Partners can also create a quote by building a cart in the [Avigilon online store](#).

Avigilon Alta

Alta Video: Create a quote through the [VS&A Partner Portal Order Central](#).

Alta Access: Reach out to your local sales representative for an official quote.

Pelco

Reach out to your local sales representative for an official quote.

Price lists

Visit the [VS&A Partner Portal](#). Click 'Quote & Price' from the navigation. Select 'Price Lists'.

How to place an order

PRODUCT LINE	HOW TO ORDER
Avigilon Unity Video and Avigilon Unity Access	Visit the Avigilon Unity Online Shop or Email orders@avigilon.com
Avigilon Alta Video (formerly Ava)	Visit the VS&A Partner Portal and order through Order Central.
Avigilon Alta Access (formerly Openpath)	Visit the Avigilon Alta Access Online Shop
Pelco	Email orders@pelco.com



Training

Convenient online training

The Motorola Solutions VS&A Training Center offers partners over 100 online, self-led training courses designed for technicians and sales teams. Explore Motorola Solutions' industry knowledge courses covering Cybersecurity, ONVIF, Video Security and IT Convergence, VMS Basics, camera troubleshooting, installation and more. Partners can learn at their own pace to get Avigilon and/or Pelco certified, enhance product knowledge and build confidence in selling Motorola Solutions' comprehensive security solutions for successful business outcomes.

For more information, visit the Motorola Solutions VS&A [Training Center](#) to log in or self-register for portal access.

Instructor-led courses

Interact with Motorola Solutions experts to receive hands-on training for product installation and configuration at Motorola Solutions' offices across the globe. Partners can contact their sales representative today for more information.





Required certification

To maintain good standing in the Program, partners must maintain a minimum number of certified staff in each of the VS&A product lines they are entitled to sell. New partners must get certified within 90 days of executing their Partner Agreement or agreeing to the Master Terms, as applicable. Partners with multiple locations should have adequate certified staff in each location to support their market needs. Certification minimums are based on the partner's tier level and are indicated in the table below.

PRODUCT LINE	MINIMUM NUMBER OF CERTIFIED STAFF			
	PREFERRED	PREMIER	ELITE	ELITE+
Avigilon Unity Video	2	2	3	5
Avigilon Unity Access	2	2	3	5
Avigilon Alta Video	2	2	3	5
Avigilon Alta Access	2	2	3	5
Pelco	2	2	3	5

Certified employees are those who have passed the requisite online technical certification exams through training accessed through the VS&A Partner Portal or have attended in-person training conducted by Motorola Solutions training staff, as determined by Motorola Solutions. Partners must certify their team to ensure they are ready to go to market and can properly serve customers. For more information and a complete list of required courses, visit the Motorola Solutions [VS&A Training Catalog](#). Required courses may be adjusted from time to time at Motorola Solutions' discretion.

Motorola Solutions will periodically audit compliance to these guidelines. Lack of compliance could result in loss of program benefits up to termination from the Program.



Support

24/7/365 Support

Partners can find the answers they need faster with the 24/7 [Avigilon Support Community](#), [Pelco Support Community](#), WhatsApp, live chat, instant SMS and phone support. Learn how to get in touch with the [Avigilon Support Team](#) and [Pelco Support Team](#).

Support for Elite and Elite+ partners*

As a benefit of being an Elite or Elite+ partner, technicians within the partner's company who are up to date with certifications, will receive access to Elite support. When calling from a verified phone number, these certified technicians will be given priority access to Chat, SMS and WhatsApp as well as phone directly into the Elite Partner Support team. All other non-certified technicians will be directed to the Standard Success line. Partners can speak to their local sales representative to learn more about this offering.

Support for Preferred and Premier partners

Preferred, Premier and non-certified Elite and Elite+ partner technicians will continue to be routed to the Standard Success line. These technicians are able to contact Motorola Solutions support through Web to Case, Chat, SMS and WhatsApp as well as using Motorola Solutions' Knowledge Base and Community.

Support community

Access the online Support Community with searchable support resources and intuitive self-service options.

Partners can stay up to date with the community news feed, interact and share insights on topics of interest with other users. Partners can log in or register for their Video Access One ID to access the online central site, and use the case management tool to submit, manage and track their support tickets.

Warranty and product replacement

Advanced product replacement

To the extent a partner purchases VS&A products directly from Motorola Solutions, Motorola Solutions offers advanced replacement for in-warranty products that may be defective. Upon receipt, a physical assessment will be conducted, and a confirmation will be provided along with the return status. For any advanced replacement product, the balance of the warranty of the original product will continue to apply. Partners can log in or register for their [Video Access One ID](#) to get started. To the extent a partner purchases VS&A products indirectly, they should contact their authorized distributor, who will work with Motorola Solutions to determine eligibility.

Product returns

To the extent a partner purchases VS&A products directly from Motorola Solutions, Return Merchandise Authorization (RMA) requests can be initiated via the [Avigilon](#) or [Pelco](#) websites.

With respect to VS&A products purchased indirectly, partners should consult and work with their authorized VS&A distributor regarding product return/replacement.

Warranty policies

Avigilon warranty policies can be found [here](#). Pelco warranty policies can be found [here](#).

*** Currently Elite Support is only available in EMEA and North America. Updates will be provided as Elite Support coverage expands.**



Additional program information and terms & conditions

Qualifying sales

Subject to the exclusions detailed herein, each purchase invoiced to a participating partner directly from Motorola Solutions and its affiliated companies (in the case of a direct purchase), or from an authorized distributor (in the case of an indirect purchase), during the applicable time period (requirements outlined below) of the Program year of a VS&A product listed in the applicable VS&A price book for each product line category (Avigilon Unity; Avigilon Alta; Pelco) will constitute a qualifying sale (each, a “**Qualifying Sale**”).

Qualifying Sales will count towards: (1) annual tier-based sales target thresholds; and (2) annual and quarterly rebate-based sales targets (BGST, AGST, Multi-Brand Bonus Rebate), as applicable. Qualifying Sales will be used by Motorola Solutions to determine Points, tiering, as well as rebates. For clarity, subject to meeting all other applicable conditions, indirect purchases of VS&A products made by a participating partner from an authorized distributor will be considered a Qualifying Sale under the Program. An entity must either be engaged with Motorola Solutions under a Partner Agreement or under the Master Terms in order to be eligible to participate in the Program.

Qualifying Sales do not include purchases of Evolv Concealed Weapons Detection (CWD), Silent Sentinel long range specialty cameras (part of Pelco), non-fixed video products, except Watchguard Bodyworn Cameras, software subscription renewals, any refurbished products, or any evaluation or demonstration products. Purchases of any product lines/brands of companies that Motorola Solutions may acquire during the Program year will not constitute a Qualifying Sale unless otherwise explicitly indicated in writing by Motorola Solutions. Where a partner and its affiliate(s) (inclusive of child/branch accounts) are participating in the Program, Motorola Solutions shall have discretion to aggregate Qualifying Sales of the entities for the purpose of calculating sales targets and rebates and to attribute such Qualifying Sales to the parent entity’s account. Where a participating partner’s affiliate is not a participant in the Program and purchases VS&A products from Motorola Solutions or an authorized distributor under the participating partner’s account, determination of whether such purchase constitutes a

Qualifying Sale attributable to the participating partner shall be at Motorola Solutions’ discretion. The total contract value for purchases of Avigilon Alta Video and Avigilon Alta Access subscriptions constitute Qualifying Sales under the Program. Purchases of Avigilon ACC Software Upgrade Plans (“SUPs”) and Pelco VX SUPs are considered as Qualifying Sales under the “Avigilon Unity” and “Pelco” product line categories, respectively.

Relevant time period requirements for qualifying sales

In order for a Qualifying Sale to count towards annual tier-based target thresholds or annual rebate-based sales targets applicable to the 2025 Program year, such sale must be invoiced within the following time period:

- January 1 – December 31, 2025

In order for a Qualifying Sale to count towards quarterly rebate-based targets applicable to particular quarter of the 2025 Program year, such sale must be invoiced within the following time period, as applicable:

- Quarter 1: January 1 – March 29, 2025
- Quarter 2: March 30 – June 28, 2025
- Quarter 3: June 29 – September 27, 2025
- Quarter 4: September 28 – December 31, 2025

Rebates and rebate pay-out

Rebate pay-outs are calculated based on Qualifying Sales revenue by date of invoice and are paid-out on the value of shipped orders and orders reported through accurate distributor point of sale reporting (excluding shipping costs, taxes, and allowances). To the extent partner purchases directly from Motorola Solutions, rebates earned will be paid-out in the form of a credit to the participating partner’s account with Motorola Solutions. To the extent partner purchases solely through distribution, a credit will be issued to the partner to redeem through an authorized distributor. To clarify, an order which constitutes a Qualifying Sale counts in the quarter in which it is invoiced. If a participating partner places an order which constitutes a Qualifying Sale



in Q2, but it does not invoice until Q3, the order will count toward the partner's Q3 rebate progress.

Eligibility to earn and receive rebates is determined using partner's Program tier which is assigned after 2025 annual re-tiering.

Rebate payment limits and other parameters:

- Total rebate (Baseline Growth Rebate + Accelerator Growth Rebate + Multi-Brand Bonus Rebate) a participating partner is eligible for in the Program year is capped at \$250,000 USD (or local currency equivalent) per partner.
- Rebates earned are paid out in the form of a credit. To the extent that partner purchases solely through distribution, the credit must be used in one transaction with an authorized distributor.
- Rebates expire after six (6) months from the time of official issuance of such a rebate by Motorola Solutions. After six (6) months from the time of issuance, any unused rebate credits may be applied to any outstanding invoices at the discretion of Motorola Solutions.
- Baseline Growth Rebate, Accelerator Growth Rebate and Multi-Brand Bonus Rebate are paid-out (i.e., credit issued) on an annual basis during Q1 of the calendar year following the Program year.

Additional terms & conditions

In addition to the foregoing, the following Terms and Conditions apply to the Program. Motorola Solutions may, at any time, operate one or more different reward or rebate programs similar to or distinct from the Program, and each such program will have its own official rules, terms, conditions, and eligibility requirements.

1. Modification and Termination of the Program:

Motorola Solutions may, at any time at its sole option and discretion, without prior notification or warning to any participating partner:

- a. modify, amend, or supplement the rules, benefits, criteria, or other elements of the Program or these supporting terms and conditions, or any part thereof; or
- b. terminate the Program. In the event of termination of the Program, participating partners may be

eligible to receive rebates earned prior to the date of termination.

2. **Rebate Calculation and Pay-out:** Calculation and payment of rebates under the Program are made solely at Motorola Solutions' reasonable discretion. Motorola Solutions may determine at any time and from time to time not to pay out one or more rebates for any lawful reason.
3. **Program Changes:** Motorola Solutions will make commercially reasonable efforts to communicate and otherwise make available to partners information pertaining to Program changes and updates, but it is ultimately the partner's responsibility to stay up to date on all matters respecting the Program through the use of Motorola Solutions resources. The most up to date Program Guide and applicable terms and conditions will be made available in the VS&A Partner Portal. Motorola Solutions is not obligated to honor outdated Program rules or abide by outdated terms and conditions under any circumstances.
4. **Participation and Eligibility:** In order to maintain participation in the Program, partners must meet the following requirements: (a) partner's account with Motorola Solutions (or, where purchasing only through distribution, partner's account with one or more authorized distributors), must be in good standing throughout the Program year; (b) partner must have signed the most current form of Partner Agreement or agreed to the most current Master Terms (if purchasing solely through distribution), and be eligible to purchase applicable VS&A product lines directly from Motorola Solutions or through distribution; (c) partner must be in compliance with all terms and conditions of their Partner Agreement or Master Terms, as applicable; and (d) partner must meet the other program obligations as described herein. No additional enrollment actions are required.

Subject to meeting the above requirements, Premier, Elite and Elite+ tier partners are eligible to participate in the discount portion of the Program, to the extent they are purchasing directly from Motorola Solutions. Discounts offered by Motorola Solutions (pursuant to direct purchases) are determined by Motorola Solutions on an annual basis. Any discounts for partners purchasing VS&A products indirectly from authorized distributors are at the discretion of the distributor.



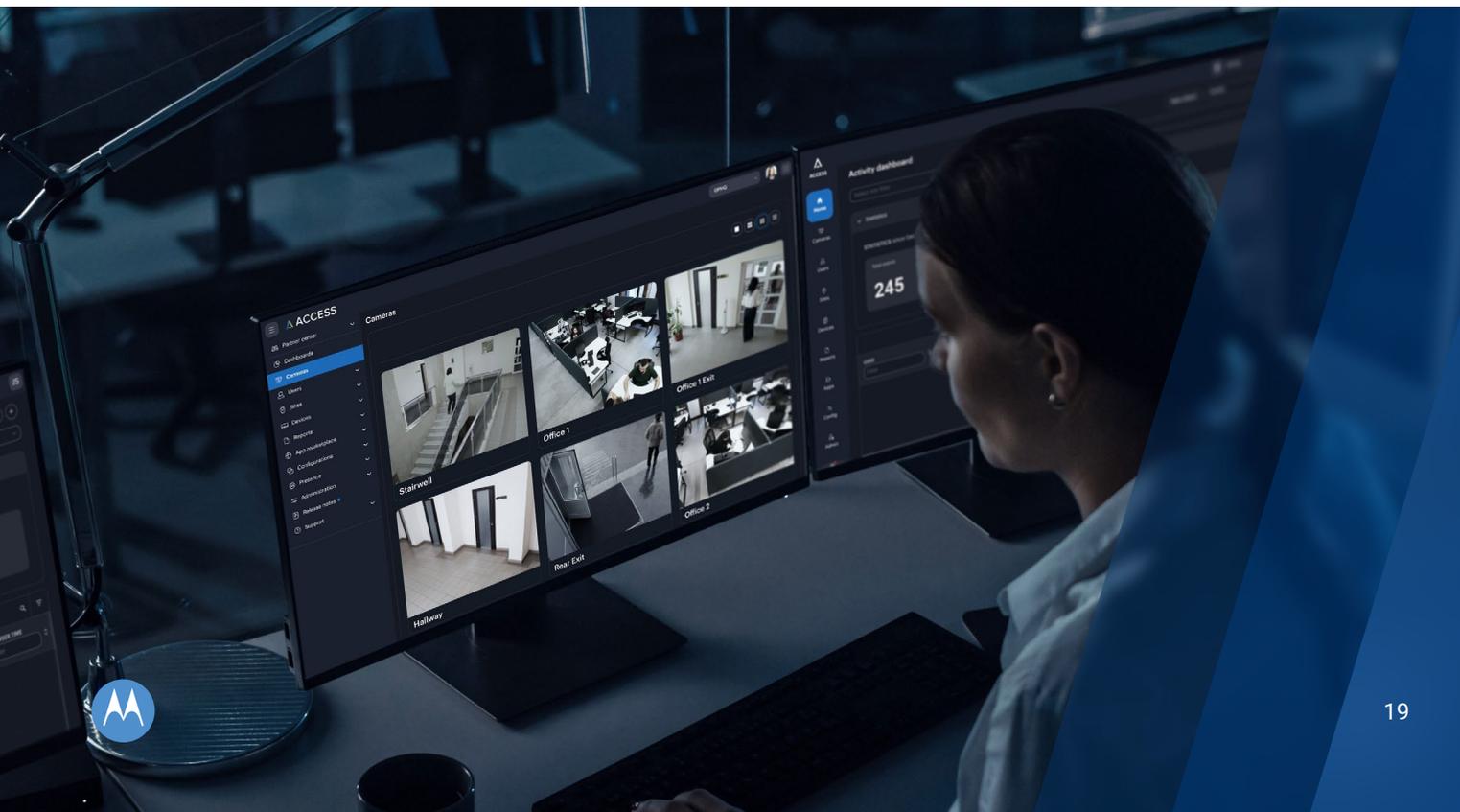
Subject to meeting the above requirements, only Premier, Elite, and Elite+ partners are eligible to participate in the rebate portion of the Program. Preferred partners are not eligible to participate in the rebate portion of the Program.

For clarity, partners must be engaged with Motorola Solutions under the most current form of Partner Agreement or Master Terms (as applicable) and must be eligible to purchase the applicable VS&A products either directly from Motorola Solutions or indirectly from an authorized distributor in order for a partner to be eligible for applicable rebate(s) under the Program. If a partner is not engaged with Motorola Solutions under the most current form of applicable terms and conditions by the deadline determined by Motorola Solutions (usually June 30 of every year), the partner will forfeit their eligibility for a rebate and such rebate entitlement will expire.

- 5. Partner Account must be in Good Credit Standing:** In order to maintain participation in the Program, a partner who purchases directly from Motorola Solutions must have an account in good credit standing. It is the responsibility of the partner to bring accounts to good credit standing within 60 days of Motorola Solutions' notification that they are eligible to receive a rebate. Failure to meet this timeline will be considered a forfeit of the rebate by the partner, and Motorola Solutions

reserves the right to revoke rebates to partners who have not brought their account to good credit standing in the required timeframe.

- 6. Representation Obligations:** With respect to marketing efforts as well as all communications with customers, prospective customers and other third parties, partners are required to accurately represent themselves in their capacity as a Motorola Solutions VS&A partner, including with regards to their assigned tier level and brand specialties. Misrepresentations will impact a partner's standing within the Program and will be considered a material breach of the Partner Agreement or Master Terms (as applicable).
- 7. No Franchise:** Partner acknowledges and agrees that this Program and partner's participation herein does not constitute, and shall not be construed as, a franchise agreement. Partner further acknowledges and agrees that federal franchise laws do not and will not apply to the Program nor to the relationship between the partner and Motorola Solutions and their respective rights and obligations hereunder.



Stay connected

Maximize your success with Motorola Solutions! This program guide is your starting point, but for the most current information and resources, visit our [Partner Portal](#).

Need help? Our team is ready to assist you with any questions or feedback. [Contact us here](#).

Stay in the loop, see where we'll be next, and connect with our team at [upcoming industry events](#). We look forward to seeing you there!



Join the conversation



To learn more, visit: www.motorolasolutions.com



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