



SUPPLY CHAIN SHIPMENT LEAD TIME UPDATE

Dear Platinum Reseller,

Motorola Solutions, like other manufacturers, is working to manage supply chain disruptions caused by the global COVID-19 pandemic including parts shortages, rising freight costs, diminished transportation capacity and labour constraints. These conditions have made it difficult to procure the components and materials necessary to produce our products and have constrained our ability to meet demand.

With your feedback and the insights we have gained through navigating this challenging environment, we are updating our lead times so you are able to better set expectations with your customers. We are working closely with our suppliers and developing plans to mitigate further supply chain risks and improve lead times.

The lead times listed below reflect our best estimates based on current and anticipated conditions. We will continue to update lead times in MOL as we receive new information.

New Orders

- New order lead times are being updated in MOL for all product families. The average lead times for products:
 - PCR, Business & Consumer Radio: average 20 weeks (range 15 - 24 weeks)

Existing Orders

- The projected ship date (PSD) for existing backlog orders is being updated to reflect the new lead times and is expected to improve as supply details become available. Below are the estimated projections of when orders in backlog for PCR, Business & Consumer Radio will ship:
 - 40% by end Q1 (in 8 weeks)
 - 80% by end Q2 (in 21 weeks)
 - 100% by end Q3 (in 34 weeks)
- Projected ship dates for your orders will be updated in MOL. Please continue to contact your Motorola Solutions Account Manager or order management team with questions.

Thank you for your partnership and patience as we continue facing the challenges of the global pandemic together.

A handwritten signature in black ink, appearing to read 'Vivienne Francis', with a stylized flourish at the end.

Vivienne Francis

Vice President
EMEA Channel

RADIOCOMS SYSTEMS LTD