

PSPC CUSTOMER CARE CENTER

The Harris Public Safety and Professional Communications (PSPC) Customer Care Center (CCC) is a dedicated team accessible by phone, e-mail, web and fax.

The CCC offers support for order processing, quoting, return material authorizations (i.e., replacements, returns and repairs), warranty, contract administration and general inquiries.

Our CCC representatives recognize the importance of proactive communications and vigorously promote a positive relationship between field, factory and customer.

Our team provides a wide variety of services, including efficient order processing and status updates. Representatives also handle inquiries related to pricing quotes, products, shipping and billing status.

Our team further enhances customer support by facilitating communication between customers and internal departments to ensure an open channel of communication is maintained.



**COMMUNICATION
ACCOUNTABILITY
RESPONSIVENESS
EXECUTION**

KEY BENEFITS

- > **Product and accessories quotes**
- > **Return material authorizations**
- > **Warranty information**
- > **Contract administration**

TELEPHONE SUPPORT

The CCC in Lynchburg, Virginia provides telephone support from 8 a.m. to 5 p.m. (Eastern Time), Monday through Friday, excluding holidays.

Telephone

U.S. and Canada: 1-800-368-3277

International: +1-434-385-2857

E-mail

U.S.: PSPC_CustomerFocus@harris.com

International: PSPC_IntCustFocus@harris.com

Federal: PSPC_FedCustFocus@harris.com

PSPC INFO CENTER

The PSPC Info Center website (<https://premier.pspc.harris.com/infocenter/default.jsp>) provides increased self-service capabilities which accommodate our customers by improving accessibility to our products and services. We offer web ordering for service parts and accessories, which provides flexibility and automation to ease order placement. Links on our website provide access to many useful functions:

- > e-Catalog
- > Service Parts
- > Material Availability Inquiry
- > Pricing Inquiry
- > Service Parts/Accessories Order Placement
- > Order Status
- > Order Tracking
- > Tech-Link (paid subscription)

Contact your CCC representative for further information about this valuable web feature.

PSPC CUSTOMER SERVICE WEBSITE

Visit our Customer Service website located at pspc.harris.com/Service/CustomerService.asp to find the information below:

- > Literature – Warranty, Terms and Conditions, Repair Rates
- > Forms – Equipment, Service Parts, U.S. Return Request
- > Product Registration
- > Track Shipment Status
- > Contact Information

AUTOMATED ORDER ACKNOWLEDGMENT AND SHIPMENT CONFIRMATION

In addition to dedicated customer service representatives, automated order acknowledgments and shipment confirmations, we provide an extra layer of efficiency to the services currently available to our customers.

PSPC Customer Care Center

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