![L3HARRIS™ FAST. FORWARD.]

PSPC TECHNICAL ASSISTANCE CENTER

When critical communication systems malfunction, customers need fast, responsive support to get equipment back up and running. The L3Harris Public Safety and Professional Communications (PSPC) Technical Assistance Center (TAC) provides industry-leading expertise and critical product support.

With their choice of Priority or Preferred TAC support, customers get real-time maintenance, programming and troubleshooting guidance from L3Harris product specialists and engineers.

Priority TAC services are available around-the-clock and all-year-round. Coverage includes fixed-site equipment, mobiles and portables. Preferred TAC customers are provided with toll-free assistance for all PSPC equipment during regular business hours, with a commitment for return call or email within 24 hours.

A variety of technical online products are available to enhance Priority and Preferred support, giving customers access to product information, technical knowledge bases and latest software upgrades.

TECHNICAL EXPERTS AVAILABLE AROUND-THE-CLOCK

KEY BENEFITS

> Technical assistance available 24/7, 365 days a year

> On-call experts help customers rapidly resolve issues

> Easy online access to product knowledge base and technical information

> Variety of service options tailored to business needs

L3Harris.com

PSPC TECHNICAL ASSISTANCE CENTER

Priority TAC Support

Priority TAC Support links customers access with technical experts 24 hours per day, 7 days a week, including holidays. If on-site support is needed, TAC will coordinate the effort with L3Harris personnel.

Priority TAC support services

> Guaranteed callback within 2 hours, or 1 hour for system off-the-air emergencies

> Coverage for L3Harris PSPC mobiles, portables and system configurations including OpenSky®, P25 and EDACS®

> Level 3 and Level 4 support for resolution of complex issues

> Pricing options are based on system complexity, with annual and multi-year agreements available

> Subscriptions to Tech-Link support services are included

Call or email the PSPC Technical Assistance Center for priority TAC support pricing.

Preferred TAC Support

Preferred TAC Support is accessible to all L3Harris customers from 8 a.m. to 5 p.m. EST, Monday through Friday, excluding holidays. Specialists provide Level 1 and Level 2 Help Desk guidance and troubleshooting for product operations, programming and maintenance.

Each customer issue and its resolution is logged, stored and categorized within a state-of-the-art tracking and knowledge system, giving TAC specialists a dynamic search tool for quick, efficient issue resolution.

Preferred TAC support services

> Technical assistance for L3Harris PSPC mobiles, portables, accessories, trunked and conventional system

> First-in, first-out service with commitment to contact customers by phone or email by the next business day

> Toll-free service throughout all North American time zones

> State-of-the-art tracking system gives customers easy access to call status

Telephone:
1-800-528-7711 in the U.S. and Canada
+1-434-385-2400 Worldwide

Email: PSPC_TAC@L3Harris.com

Enhanced Technical Service Options

Customers can choose from the following digital services to tailor Priority and Preferred coverage for more specific needs:

Tech-Link support services

This website service offers electronic retrieval and exchange of technical information, along with rapid access to product information and expert assistance. Subscribers can use this service to:
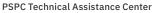
> Access and search technical libraries

> Read current software release notes

> Request technical assistance from TAC

Technical service memos and important product notifications

This time-critical solution provides subscribers with email updates on use, maintenance and service of L3Harris PSPC products. Customers are also alerted to new downloads available on Tech-Link. Email notifications are sent to subscribers announcing materials available for download from the Tech-Link website.

Field feature encryption upgrades

As customer needs and requirements grow, L3Harris radio capabilities can also expand. Field Feature Encryption allows users to selectively upgrade terminals to better match latest operational and budgetary demands.

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