

COMMUNICATION
ACCOUNTABILITY
RESPONSIVENESS
EXECUTION

PSPC CUSTOMER CARE CENTER

KEY BENEFITS

Product and accessories quotes

Return material authorizations

Warranty information

Contract administration

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.

PSPC CUSTOMER CARE CENTER SUPPORT

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:

1-800-368-3277 in the U.S. and Canada
+1-434-455-6403 International

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 (premier.pspc.harris.com/infocenter/) 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.

About Harris Corporation

Harris Corporation is a leading technology innovator, solving customers' toughest mission-critical challenges by providing solutions that connect, inform and protect. Harris supports government and commercial customers in more than 100 countries and has approximately \$6 billion in annual revenue. The company is organized into three business segments: Communication Systems, Space and Intelligence Systems and Electronic Systems. Learn more at harris.com.

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HARRIS® TECHNOLOGY TO CONNECT,
INFORM AND PROTECT™