

## TECHNICAL EXPERTS AVAILABLE AROUND- THE-CLOCK

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### KEY BENEFITS

- > Technical assistance available 24/7 - 365
- > Variety of service options tailored to business needs

## Priority TAC Support

Priority TAC Support links customers access with technical experts 24 hours

## 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](mailto:PSPC_TAC@L3Harris.com)