

## PSPC CUSTOMER CARE CENTER

The PSPC Customer Care Center (CCC) is a team of experts who provide support for order processing, quoting, return material authorizations (i.e., replacements, returns and repairs), warranty, contract administration and general inquiries.

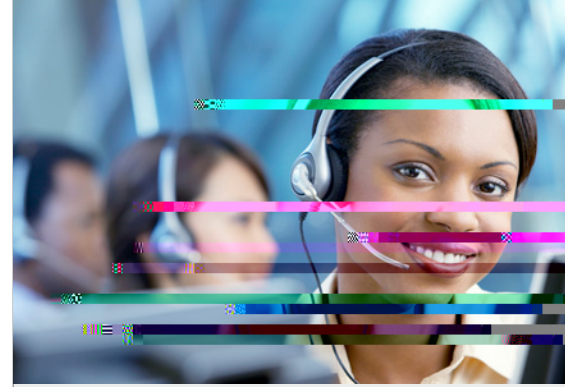
The CCC offers support for order processing, quoting, return material authorizations (i.e., replacements, returns and repairs), warranty, contract administration and general inquiries.

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.

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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 EQUATION

#### KEY BENEFITS

- > Efficient order processing and status updates.
- > Proactive communication and relationship building.
- > Streamlined communication between customers and internal departments.
- > Consistent and accurate information.



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

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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: