



TEAM • MISSION • SPIRIT

**CUSTOMER
CARE**

Antonio Green
Sr. Manager
PSPC Customer Care

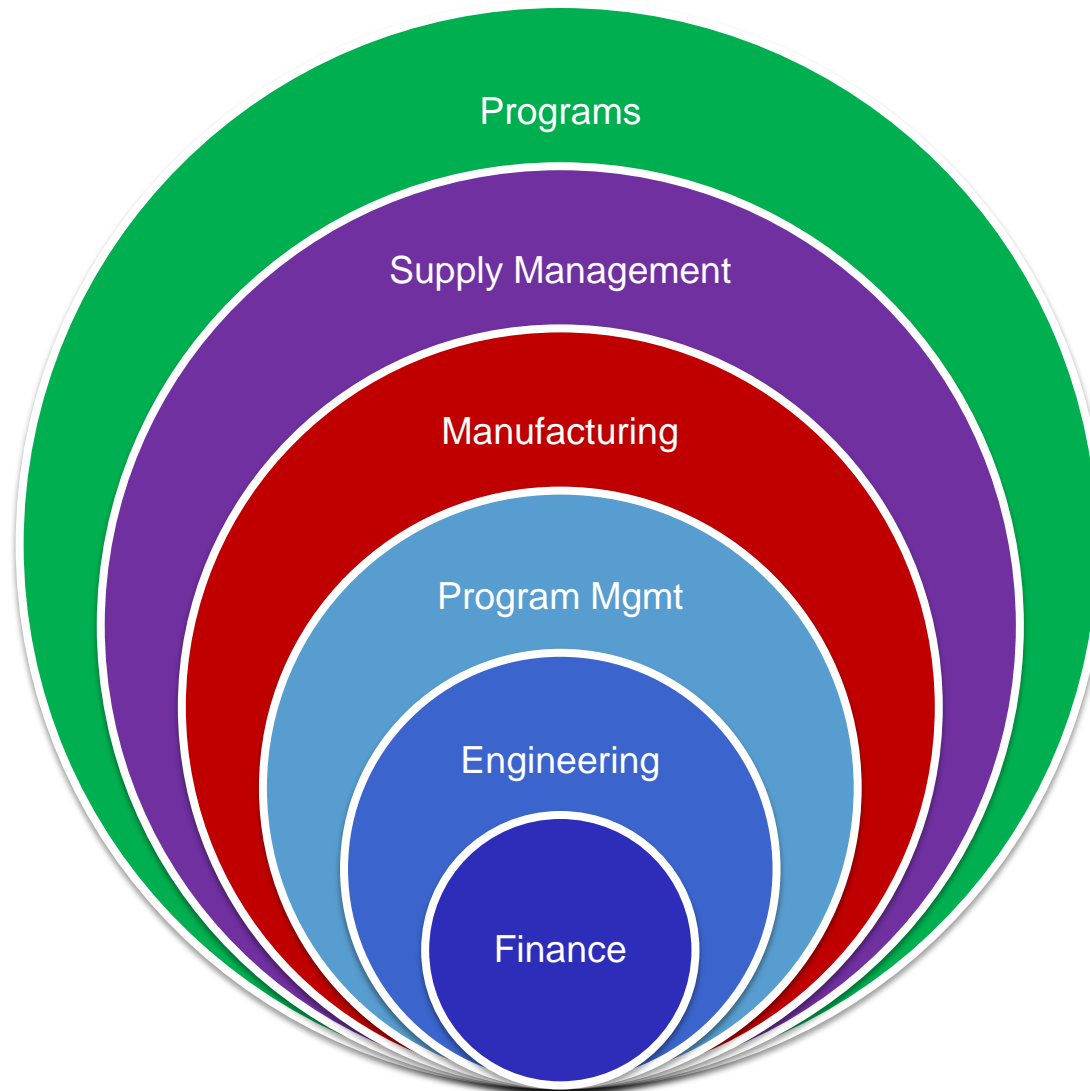
- Formerly known as the CRC
- Primary customer facing entity of Harris Public Safety and Professional Communications.
- **Teams:**
 - Programs
 - Flow (After Market)
 - Sales Support (Formerly RCRR)
- **Headcount:**
 - 1 Sr. Manager
 - 2 Supervisors
 - 35 Customer Support Professionals
- **Office Presence:**
 - Lynchburg, VA - Harrisburg, PA – Phoenix, AZ – Troy, MI – Dallas, TX (Q1FY12)
- **Operating Hours:**
 - Monday thru Friday 8am to 8pm EST

- Customer Service/Support
- Order Entry
- Order Modification
- Quotations
- Contract Management
- Demo Equipment Support
- Channel Partner Support
- Sales Channel Support
- Trade-show/Sales Meeting Support

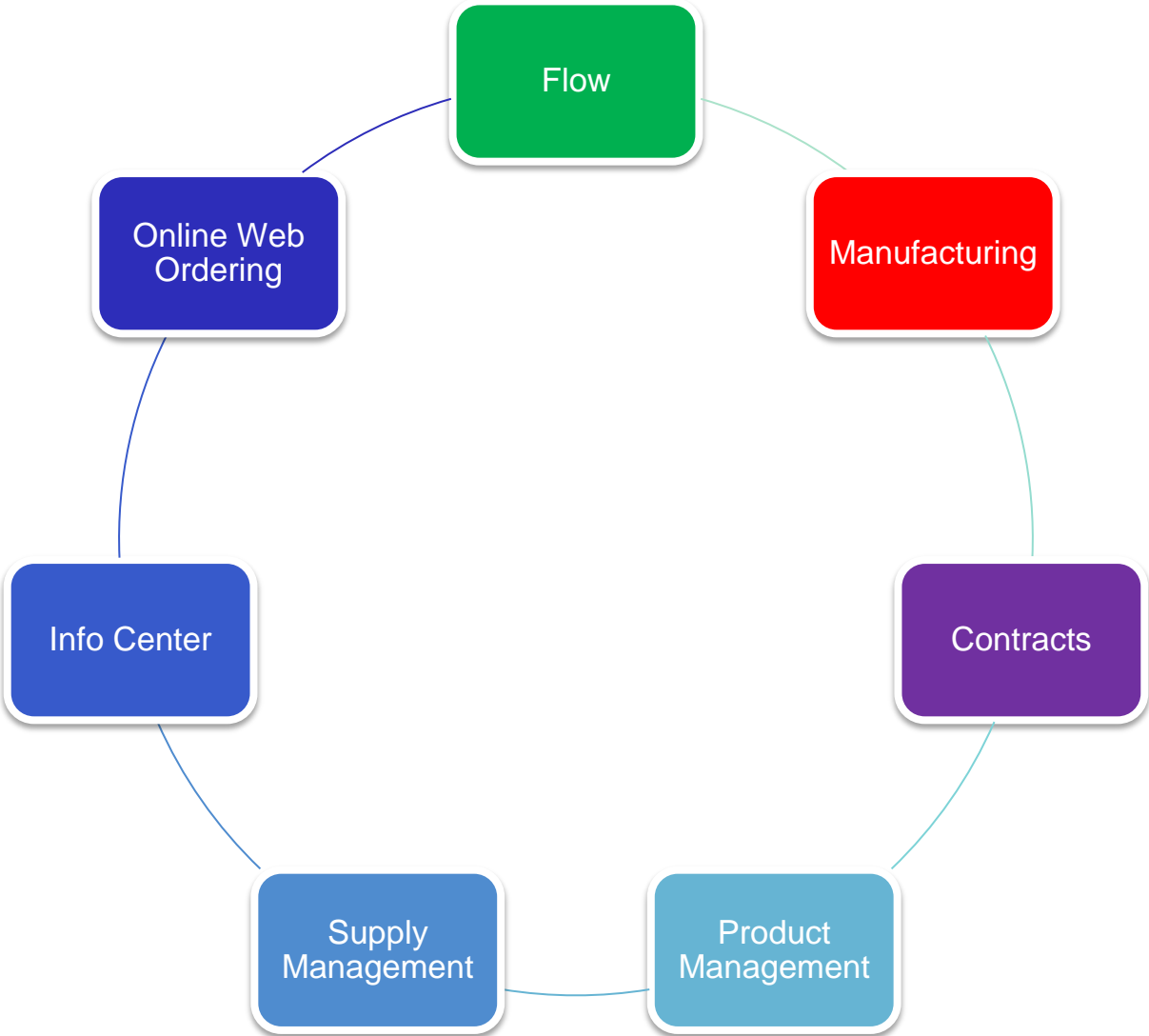
-
- Service Level (Calls) 90% / 30 secs.
 - Email Response 24 hrs
 - Order Entry 72 hrs

Average Volumes (Month)

- Calls 1200
- Email 900
- Orders (Booked) 1700



Supervisor:
Tina Zellars



Supervisor:
Sandra Robbins

- **West - Northwest, Southwest, Plains and Southcentral**

Ramona Brunswick

480-839-2512

Karen Page

434-385-2815

- **Central – West Northcentral, East Heartland and East Southeast**

Jacquie Lahiff

248-430-2200

Margaret Toms

434-385-2817

- **East Northeast – including Pennsylvania and New York**

Lori Miller

717-930-1028

Stephanie Sherman

434-385-2816

- **Sales Support Email:** PSPC_SalesSupport@Harris.com

Contact Information



Telephone Domestic U.S.: 1.800.368.3277
 International: 1.434.455.6403

New Fax Domestic U.S.: 1.321.409.4393
 International: 1.321.409.4394

Email

Domestic US: PSPC_CustomerFocus@harris.com
International: PSPC_InternationalCustomerFocus@harris.com

Web

<http://www.pspc.harris.com/Service/CustomerService.asp>

Info Center

<https://premier.pspc.harris.com/infocenter/default.jsp>

