

**YORK COUNTY PUBLIC SAFETY END USER OPTIONS FOR
INSTALLATION AND/OR SERVICING OF M/A-COM P25 DIGITAL
TRUNKED RADIO EQUIPMENT**

In response to questions that the County has received from some public safety end users regarding possible additional or alternative service and/or installation shops that they could consider for either installations and/or servicing of the P25 Digital Trunked Radios that they purchased as a part of the countywide radio system upgrade, I am providing you with the following information. This information is broken down into four (4) parts:

- Installation & Service
- Warranty Period
- Subscriber Trouble Reporting

INSTALLATION & SERVICE

A.

For equipment purchased under the current contract that the County of York has with M/A-COM (J cttku'Eqtr qtcvkkp), the initial installation and/or radio system maintenance will be performed by J cttku'Eqtr qtcvkkp or J E+personnel, R. F. Design, or another J E Authorized Service Center (ASC) selected by the implementation team. The cost of this initial “standard” installation and/or programming and set up is **included** in the original purchase cost of the equipment, and the installation schedule is being coordinated between York County and J E.

B.

For additional equipment, i.e. portables, mobiles and/or control stations that public safety end users purchase outside the contract (with contract pricing being in effect through Nov 15, 2010), or for mobiles that need to be moved to a new vehicle when the current vehicle is taken out of service, there are several options. The 1st option below is based on the contract between J E and York County and provides the end users with the best overall combination of value and warranty protection. However, there are other options that may be chosen, which are listed as well, along with the warranty and support implications associated with each alternative. Part C is a listing of J E ASC's in and around York County.

1. Installations purchased through J cttku'Eqtr qtcvkkp and completed by J cttku'personnel or a J cttku'Authorized Service Center (ASC)

J cttku'Eqtr qtcvkkp will –

- Honor equipment warranty if damage occurs during installation
- Ensure installations are properly completed and in accordance with Harris and industry standards
- Take necessary actions to resolve installation issues
- Work on behalf of the customer to resolve any issues between the customer and an ASC

2. Installations purchased directly with one of Harris' Authorized Service Centers but not directly through Harris.

Harris Corporation will –

- Honor equipment warranty if damage occurs during or as a result of the installation
- Hold Authorized Service Centers accountable to meet Harris installation standards
- Provide technical support to Authorized Service Centers performing installations

3. Installations completed directly by the customer or by an unauthorized service center.

Harris Corporation –

- Has the option **not** to honor the warranty of equipment that was deemed to be damaged during or as a result of the installation
- Will **not** be responsible for the installation, damage to the radio or vehicle as a result of the installation
- Will **not** be responsible for correcting or resolving installation issues
- Will **not** work on behalf of the customer to resolve installation issues with the company or person(s) who provided the installation
- Will **not** provide technical support to the non-authorized shop(s) or personnel

C.

The following is a list of Authorized Service Centers (ASC) in the central PA area:

Moyer Communications
Palmyra, PA
717-838-220

Center Communications
Bellefonte, PA
814-355-4818

Communications Systems Specialists
Harrisburg, PA
717-985-1383

R. F. Design
Philadelphia, PA
215-331-5722

TransCore
Harrisburg, PA 717-561-9789

WARRANTY

A.

York County has purchased a 3-year Warranty for the end users' radio equipment purchased under the contract. The Warranty period will start at different times, depending on when you receive your equipment. For those users who are currently "live" on the new radio system, the Warranty period will start at System Acceptance, which is anticipated to be around 5/15/09. For the remainder of the users, the 3-year

Warranty period will start when 1) their portables or base stations are reflashed (anticipated to be late May thru early June), or 2) the mobiles are installed in the vehicles.

For additional equipment being purchased outside the contract, the Warranty period will begin when the equipment is delivered. HC is quoting the same 3-year Warranty option for this equipment.

SUBSCRIBER TROUBLE REPORTING

A.

The following information details information that York County emergency service provider end users will need in order to properly and effectively report any issues associated with their terminal (portables, mobiles, control stations) equipment so that the appropriate and timely warranty service work can be scheduled and performed.

Harris Harrisburg Service Center.

- 800-806-0949
- 717-565-1200

The HC Harrisburg Service Center has normal business hours of Monday – Friday 0800 to 1700. After hours subscriber trouble reports are forwarded to the Harris Corporation answering service.

The answering service will ask a few general questions including:

- Agency name:
- Contact information:
- Call back number:
- Description of the problem:

On the next business day, the caller will be contacted by a Harris Corporation representative to address the reported service related issue.