1. Purpose
   a. The purpose of this procedure is to delineate the preferred method for accessing services from the Pima County Wireless Integrated Network (PCWIN).

2. Background
   a. All agencies need a method to request services from PCWIN that includes; issuance of radios, shutting off a radio when lost or stolen, scheduling preventative maintenance, and requesting service for PCWIN problems/issues

3. Procedure Statement
   a. All agencies shall use MCM CommShop 360 Web for requesting service from the City of Tucson or Pima County Wireless Radio Shop.
   b. All agencies shall submit a Point of Contact (POC) and backup POC with the authority to act for the agency. The POC name, telephone number (normal hours of work/after hours in an emergency), rank, address, and e-mail address shall be forwarded to the CommShop 360 Manager. The CommShop 360 Manager shall provide the POC with the web access site, a user name and password.
   c. The agency POC shall use the Web page to request all services.
   d. Upon entering the MCM CommShop 360 Web page the POC shall input their user name and password. Once the information is accepted, MCM shall open a Work Order Request Page.
   e. At the top of the next page the POC shall select Service Request, a new page shall open.
   f. Before the POC submits the New Request, he must ensure that all entries marked with an "*" have been filled out.
   g. PCWIN shall have 24 hours (excludes weekends and holidays) in which to respond to the request.
   h. In the event of an emergency (failure of sites, loss of connectivity, etc) the POC shall contact the Pima County NOC at (520) 724-7200.

4. Applies to
   a. All PCWIN infrastructure and subscriber equipment users

5. Supporting Rules
   a. Maintenance Plans and Rates – City of Tucson
b. Maintenance Plans and Rates – Pima County

6. **Conditions for Exemption or Waiver**
   a. None