

Date: June 13, 2014

From: John Voorhees
PCWIN Executive Director

To: All PCWIN members and participants

Re: Conclusion of the 90 Day User Evaluation Period

Effective June 13, 2014, the PCWIN 90 Day User Evaluation period has ended. If you need to contact PCWIN for service or maintenance related issues you have three options:

1. Submit a work order via CommSHOP (<https://commshop.pima.gov>) - **Prior approval for access is required**
2. E-mail pcwin@pima.gov.
3. Call PCWIN at 724-7200. This number is monitored 24/7 by PCWIN and Pima County Network Operations Center Staff.

When contacting PCWIN via e-mail, telephone, or CommSHOP with a maintenance or service issue the following information will be required:

1. Date of Incident
2. Type of Incident
3. Location of Incident
4. Person Reporting Incident
5. If reporting mobile or portable radio issue
 - a. Organization
 - b. UID
 - c. Talkgroup used
6. Call-back phone number of person reporting incident
7. Email Address of person reporting incident
8. Other person to contact (Name/phone/email)
9. How many people are affected
10. Priority (can it wait for the next business day?)

As always feel free to call the PCWIN administration office (724-9321) if you have any other questions or issues we can address.

Respectfully,

