



[tccomm.com](http://tccomm.com)

Thank you again for your purchase. We appreciate your trust in TC Communications, and we want to ensure you get the most out of your new TC products.

Along with your **five-year warranty**, you also receive six months of complimentary technical support through our **Level Zero support contract**.

#### See what's included:

- **Support Website Access** – Product info, firmware updates & FAQs
- **Technical Assistance** – Business hours support (M-F, 8 AM – 5 PM PST)
- **Bug Fixes & Firmware Help** – Troubleshooting & updates
- **Standard Repair Shipping** – 2-day shipping for repaired units

*\*For the continental U.S. only*

#### Need More Coverage?.

Upgrade to Level 1, 2 or 3 for extended hours, faster replacements, and even 24/7 support.

## Level 1

- Product support: Normal business hours (M-F, 8AM-5PM PST)
- RMAs: Standard 2-day shipping
- Firmware support: Normal business hours
- System dossier provided

## Level 2

- Product support: Extended business hours (M-F, 7AM-10PM PST)
- RMAs: UPS next-day shipping on replacement units & advance replacements
- Firmware support: Extended hours
- System dossier + system review (every 12 months)
- Virtual training

## Level 3

- Product support: 24/7 + dedicated engineer\*
- RMAs: Overnight shipping & stock held of advance replacements
- Firmware support: 24/7
- System dossier + system review (every 6 months)
- On-site training refresh

### Limited-Time Offer:

Upgrade now and receive the remainder of your free period at the upgraded level at no extra cost.

**Explore Support Plans & Upgrade**

Your free support plan expires in 2 months. Avoid losing coverage and ensure uninterrupted service by upgrading now.

## Compare Our Plans

### Level 1

- Product support: Normal business hours (M-F, 8AM-5PM PST)
- RMAs: Standard 2-day shipping
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### Level 2

- Product support: Extended business hours (M-F, 7AM-10PM PST)
- RMAs: UPS next-day shipping on replacement units & advance replacements
- Firmware support: Extended hours
- System dossier + system review (every 12 months)
- Virtual training

### Level 3

- Product support: 24/7 + dedicated engineer\*
- RMAs: Overnight shipping & stock held of advance replacements
- Firmware support: 24/7
- System dossier + system review (every 6 months)
- On-site training refresh

*\*Shipping times for the continental U.S. only*

Renew today to stay covered and upgrade your plan!

[Explore Support Plans & Upgrade](#)



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Your **complimentary** support is coming to an end, but you can still renew to keep access to expert assistance when you need it most.

Here's what our customers say about our support:

*"Excellent customer service. Willing to work with our engineers and go the extra mile. Very accommodating."*

– East Coast Security Products, Rockway, NJ

Ensure continued access to expert assistance and priority support.  
Renew today to stay covered.

**Explore Support Plans & Upgrade**





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Your free **Level Zero** support has expired, but you don't have to go unprotected. There's still time to renew and upgrade!

Upgrading your plan gives you access to\*:

- Extended support hours
- Faster response times
- Priority service for replacements and troubleshooting

*\*Applies to levels 2 and 3.*

Contact us now to keep your support contract active.

[Contact Us](#)