

Support Policies & Procedures

BridgeCom Systems, LLC's primary approach in supporting our customers is through the "Contact Tech Support" function that is available within our support site. Located at <https://support.bridgecomsystems.com>. To ensure we are consistently achieving best-in-class Customer & Tech Support Service, we have implemented response times of 48 hours or less. Our support team's average time to first response time is about twenty-four (24) Hours or less during the week. Times may be longer on weekends or during Holidays

Support hours of operation:

- **Standard Support Hours:**
 - Mon. - Fri. 8am to 5pm CT
 - Anticipated response **within 48 hours** from time of receipt
- **Non-Standard Support Hours:**
 - Weekends (Sunday's) for Advanced Tech Calls: 9am - 5pm ET

Reaching Support:

- **Support Tickets must have the below information to receive support:**
 - Customer Name
 - Call Sign
 - Email Address
 - Phone Number
 - Order ID (either the Bridgecom Order Number, or the AMAZON ORDER NUMBER)
 - Device Serial Number (refusing to provide this information, voids the warranty and all future support will be paid support)
 - Description of the problem
 - Anticipated response **within 48 hours** from time of receipt of the support ticket.
- **What is NOT covered under Warranty Support:**

On SkyBridge devices: If a customer removes the MicroSD card from the device without having authorization from the technician assigned to their ticket, the skybridge device will no longer be covered under warranty. Only factory installed MicroSD cards, and Operating system software is covered on the warranty.
- **What is covered under Warranty Support:**
 - Initial walk through of loading the Super or Ultra Codeplug, and showing examples of how to add a talkgroup, channel, and zone. We will not program codeplugs under warranty support.
 - Troubleshooting of AnyTone Radios or SkyBridge. If service is needed the customer will be responsible for all shipping and handling fees to ship the product back to BridgeCom Systems.
 - Walk-through of how to install the CPS (Customer Programing Software) on Windows 10 and Windows 11 computers. Installation of the CPS on Windows 7 and Windows 8 requires additional steps, and will be the customers responsibility. BridgeCom will provide the driver needed for Windows 7/8 to the customer upon request.

- Multiple support requests for the same issue due to user error, as determined during troubleshooting, will be subject to Advanced Tech Call Pricing.
- **Phone Support:**
 - Phone Support is on an AS-NEEDED Basis.
 - All Phone Support Calls MUST be scheduled in advance as times for phone support are limited.
 - Technicians will make two call attempts to reach the customer at their appointment time. If there is no answer, the call will have to be rescheduled.
 - Please note that appointment times are subject to change.
 - We will make every effort to reach the customer at the scheduled time.
- **What is not covered under warranty:**
 - Custom Codeplug Programming
 - Merging of customer codeplugs.
 - Use or misuse of equipment outside of FCC Part 90 or Part 97 Rules.
 - Liquid or moisture damage
 - Electrical malfunctions caused by inferior power supplies, brown outs, or power surges.
 - Loss of data due to equipment failure or malfunction. PLEASE backup your SkyBridge or Codeplugs from your radios.

Advanced Tech Calls

- **What is covered under and Advanced Tech Call and Customer Responsibilities:**
 - Tech will diagnose to the best of their ability equipment and codeplugs to determine what the best course of action is to resolve any and all issues if possible.
 - Out of Warranty equipment will be checked to make sure it's running the latest firmware, and the double check codeplug settings
 - APRS settings will be checked if it's part of the call, but can not guarantee performance as we don't know how far away from a digipeater/igate you are.
 - Customers are responsible for having all cables, and adapters needed for remote diagnostics. If we are working with your SkyBridge Plus/MAX, you are responsible to have a MicroSD Card Reader available if needed. Continuation calls due to not having proper equipment will be billed for an additional Advanced Tech Call, Billed at \$40.00 per half hour for Weekdays, and \$60.00 per half hour for Weekend ATC's.
 - Customers are responsible for ensuring they have fully charged batteries for their equipment.
 - In the event a Skybridge issue is due to a network configuration problem, the customer will be required to provide the router Login and Password to help address the issue if possible
 - ATTENTION CUSTOMERS: If you are requesting an ATC to merge codeplugs, depending on the length of time required, there may be additional charges for time. We will not transfer 868 codeplugs to the 878 or 578 radios.
 - If Codeplug work is performed, it will be tested before the call ends to verify that everything is working. After the call is over, customers will be responsible for any and all codeplug issues that result from them attempting to add or remove talkgroups, channels, or zones from the codeplug. NO WARRANTY is provided on codeplug work due to the nature of codeplugs. There are no refunds on codeplug work. By Agreeing to the Support Policies and Procedures, Customers acknowledge and accept this.
- **What is NOT covered under an Advanced Tech Call:**
 - NON-AnytTone equipment will be on a case by case basis, based on if the tech has knowledge of that equipment.

- OpenSpot devices and codeplug programming. Only Pi-Star based Hotspot devices will be worked on.
- Merging of any Non-Anytone Codeplugs.
- There is no guarantee that we will be able to resolve all issues as hardware issues with customer equipment may prevent this from happening, and require internal service.

For warranty information, please consult the warranty page on our website.

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