



6015 NE 80th Avenue, Suite 400
Portland, OR 97218

Technical Support Line: (877) 774-4897
theppigroup.com

TECHNICAL SUPPORT CONTRACT DEFINITIONS

PPI Group, a Topcon Solutions Store's Annual Technical Support Contract provides customers unlimited Technical Support for our AEC Software & Geomatics products. Technical Support is provided for customers via secure high-speed internet access as well as standard telephone support mediums.

TECHNICAL SUPPORT

Hours of Operation

8:00 AM – 5:00 PM

Contact

Phone: (877) 774-7897

Email: support@theppigroup.com

Web Submission: <https://theppigroup.com/tech-services>

****No after-hours emergency support**

PPI Group, a Topcon Solutions Store (PPI - TSS NW) promises a 2 business hour response time from when the customer initiates a support case via email, phone, or web form.

On-site Technical Support is available, and should it be desirable please contact your Account Manager directly. If you do not currently have a PPI – TSS NW Account Manager – contact Software Training & Support Business Solutions at **(800) 247-1927 x214**.

Annual contracts are sold per customer location. If one customer has 4 separate locations – 4 annual contracts will need to be purchased for coverage throughout the company.

AEC Software technical support contracts typically cover all AEC Autodesk products, Bluebeam products, and PPI Briefcase products. Geomatics technical support contracts typically cover Topcon products, Sokkia products, iConstruct, Carlson, and on occasion other Geomatics products purchased from our retail store outlet. PPI – TSS NW will support current year/version + three years prior. We often can support older products, but it is based on specialist availability and is at the discretion of PPI – TSS NW. Customers should verify their products are supported prior to purchasing an Annual Technical Support Contract.

Examples of standard technical support issues covered under PPI – TSS NW’s Annual Technical Support Contracts are:

- Corrupt File Troubleshooting
- Graphic Performance Troubleshooting
- Installation Troubleshooting
- Licensing Assistance
- Network Deployment Troubleshooting
- Plotting Issues
- Product Crashes and Error Messages
- Product Interoperability

Technical support issues NOT considered as standard issues covered under PPI – TSS NW’s Technical Support Contracts are mostly “How-To” questions that would qualify under consulting rates. A few examples of items not covered are:

- File Migration
- LISP Routine Creations & Troubleshooting
- Plot Style Setup
- Template Creation
- Workflow Assessment

Support provided for the above items and/or issues will be invoiced as an additional charge at PPI – TSS NW’s standard Technical Support hourly rates. Support items and/or issues are covered solely at PPI – TSS NW’s discretion.

Annual Technical Support Contracts have a money back guarantee from the date of purchase within the first 30 days of the contract period. Requests for refund need to be submitted in writing to support@theppigroup.com.