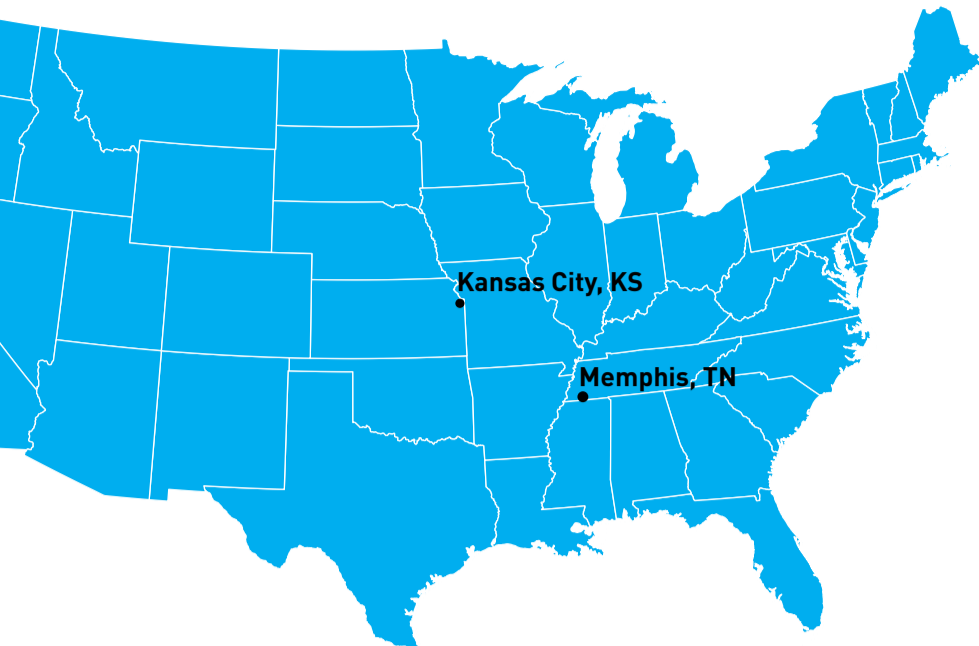


TOUGHBOOK NATIONAL SERVICE CENTERS:

Your go-to for personalized services that reduce downtime

Our National Service Centers (NSCs) keep your TOUGHBOOK® mobile devices and employees operating at peak performance. With nearly three decades of industry-leading support, you can count on our world-class technical specialists and engineers to serve you.



Centrally located in Kansas City and Memphis

Our service centers make repairs and servicing quick and easy, no matter where you are.

Speed is our specialty.

Our industry-leading response and turnaround times mean less device downtime for your workforce.

2

Two-day average turn-around on repairs

45

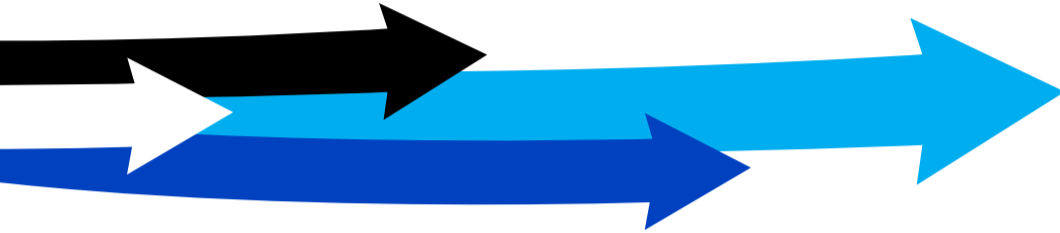
Forty-five-second average hold time with our U.S.-based call centers

\$0

No shipping costs on in-warranty repairs¹



Available 24-hour hot swap exchange²



Support from real people, not machines

When you contact our 24/7 technical support hotline, you'll get personalized service from our knowledgeable service techs.

28+

Twenty-eight years supporting Panasonic customers

\$7

Seven million dollars in spare parts stored for industry leading turn-around

99.5

Ninety-nine percent of repairs done right the first time, every time

~100

One hundred available service techs on staff across our NSCs

8

Eight years average Technical Managers' experience with TOUGHBOOK mobile devices

24/7 technical support hotline

1.800 LAPT0P5

(1.800.527.8675)

In-stock parts

No waiting for shipments of parts from the factory to begin work on your repairs.



5 Five years availability of spare parts after end-of-sale announcements

Factory-direct connections

Our service technicians work closely with factory engineers to stay current on the latest TOUGHBOOK product innovations, and give feedback to improve next-generation products.

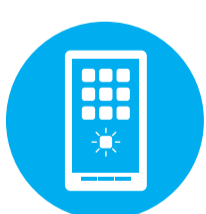


Experts at your service

Our NSCs are home to experts that can help you plan, test and deploy your solution, including:



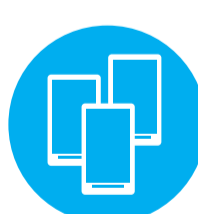
Device customization



Application integration



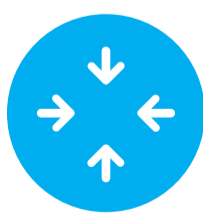
Wireless activations³



Managing spare device inventory



Deployment services (stress testing, imaging, configuration)



Kitting and staging services available



Customer-specific branding

WANT TO VISIT OUR NATIONAL SERVICE CENTERS? SCHEDULE A VIRTUAL OR IN-PERSON TOUR BY CONTACTING US AT PROSERVICES@US.PANASONIC.COM

Learn more about each of our locations.

[Watch Kansas City NSC video](#) ›

[Watch Memphis NSC video](#) ›

¹ Panasonic pays for overnight shipping to and from the service center.

² Overnight delivery of a TOUGHBOOK Laptop, tablet or handheld if a unit fails.

³ We install SIM cards and coordinate wireless activation with your carrier of choice.