



PROFESSIONAL SERVICES

Pro Support 24/7

Traffic Group Signals understands that signal deployments into high profile locations require close monitoring and a rapid response to any issue. This is why every hire of a Metro Pro or Evo1 Pro system is protected by **Pro Support**. The Pro Support service offers peace of mind with support available day or night, every day of the year.

The Pro Support phone number is:

0203 819 4038

Please have your Metro Pro or Evo1 Pro Site ID available when calling.

Please note, the Pro Support line is for the support of 'Pro' schemes only (Metro Pro and Evo1 Pro).

Pro Support is not available for any other Traffic Group Signals products.

When to call

In order to deliver the best possible service to you and your clients, we may require notice of certain site changes. This allows us to perform a proper risk assessment and safety review on new scheme designs before implementation. No notice is required for any critical incidents or for queries about your site layout or general signal operation.

When to call and what notice to provide:

No Notice Required

- In the event of system failure
- In the event of congestion or traffic saturation
- In the event of emergencies or serious incidents
- Any concerns regarding site safety and system operation
- Technical Support

24 Hours Notice

- Abnormal load deliveries
- Temporary road closures
- Ahead of local events which may impact traffic volumes
- To move the Evo1 Pro or Metro Pro master controller

48 Hours Notice

- To change site layout
- To move signals, even temporarily
- To flip/switch lane closures from one side of the road to the other
- To move a pedestrian crossing

TM drawing required!

Details of the provision are as follows:

- **Any changes to site layout, movement of signals and crossing locations must be accompanied by a TM drawing.**
- You must have a valid Site ID and be hiring an Evo1 Pro or Metro Pro master controller
- Pro Support is not available for other Traffic Group Signals products.
- Support is available 24 hours a day, 365 days of the year.
- On receiving a support call, TGS engineers will work with the TM provider to resolve the issue raised. This may require the TM provider to send an operative to attend site.
- In the event that TGS engineers need to attend site in order to implement resolution, such visits will take place as soon as possible and can be performed out of hours for high severity issues.

Call TGS Pro Support:

0203 819 4038