

Avaya

EXPERT

REMOTE MONITORING & DIAGNOSTICS

PROACTIVE MONITORING FOR YOUR AVAYA DEFINITY SYSTEM

PROACTIVE MONITORING FOR
AVAYA DEFINITY SYSTEMS

INDUSTRY'S MOST ADVANCED
REMOTE MONITORING &
DIAGNOSTICS

IDENTIFIES & FIXES POTENTIAL
PROBLEMS

BASED IN AVAYA NATIONAL
CUSTOMER CARE CENTER

DESIGNATED TIER 2
TECHNICIAN

RECOMMEND PARTS & REPAIR
STRATEGY FOR
UNRESOLVED ISSUES

FIELD QPP UPGRADES &
SEASONAL CLOCK CHANGES
INCLUDED

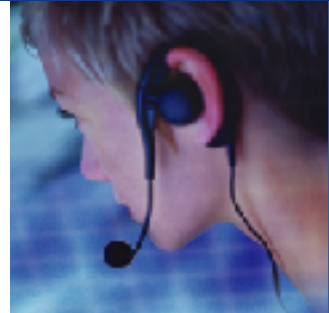
AVAYA

BUSINESSPARTNER

TOTAL
COMMUNICATIONS, INC.

www.totalcomm.com

*single point of contact
for all your business
communication needs*



Would you buy a car without a speedometer or gas gauge? Maybe the cost would be less initially, but in the long run would you want to chance running out of gas at the most inconvenient times? Not to mention the potential for speeding tickets . . .

Buying a car is rather like buying a telephone system - flashy features are nice, but reliability is essential! And like a car, the technology that drives your phone system has become increasingly complex. More than ever, you need to continually monitor your communication system to assure uninterrupted service.

The Industry's Most Advanced Remote Monitoring & Diagnostics

That's why we include an Avaya EXPERT Remote Monitoring and Diagnostics Program with every Avaya Definity System we sell. We also offer this program to companies who already have Avaya Definity Systems. Together with Total Communications' service and maintenance programs, your system will be backed by the most comprehensive service available.

Avaya EXPERT Systems is the telecommunications industry's most advanced remote monitoring and diagnostics system. EXPERT Systems employs intelligent technology to respond to alarms generated by Definity systems, and fixes potential system problems remotely. EXPERT Systems electronic monitoring is so efficient, it routinely identifies and resolves difficulties - often before a customer or their callers are aware that they exist.

Maximize System Uptime

Based in the sophisticated Avaya National Customer Care Center, the EXPERT Program uses a unique combination of commercial applications and custom software tools developed by Bell Labs. This technology proactively diagnoses your system to maximize uptime as well as pinpoint any problematic trends. You would be assigned a designated Tier 2 Technician who would be familiar with your communication network and act as a primary contact.

see reverse for more information

TELECOMMUNICATION SOLUTIONS

LOCAL & LONG DISTANCE SERVICES

MULTI-SERVICE NETWORKS

INTERNET SERVICES

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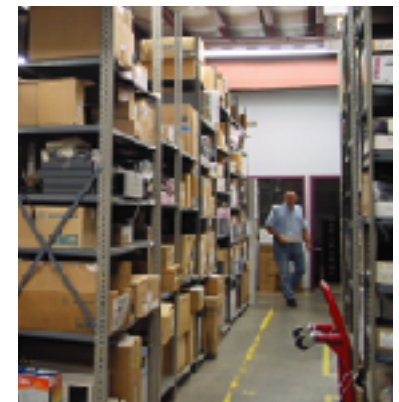
In addition to notifying you about major troubles, the Avaya support team would inform you of completion of remote diagnostics, change or escalation in the status of an issue, or closure of an issue. Should an issue arise that can't be resolved remotely, the Avaya support team would notify you as well as Total Communications. If a technician visit is required, EXPERT Systems Intelligent Dispatch recommends the parts and repair strategy needed to clear the trouble on the first visit.

Like Having a Personal Technician - 24/7!

Beyond identifying and resolving issues, the Avaya support team will coordinate, track and complete all field QPP upgrades and seasonal clock changes. The Avaya EXPERT Remote Monitoring and Diagnostics Program is more than a remote maintenance program - think of it as having your own personal technician - on the job 24 hours a day, seven days a week, 365 days a year!



When you purchase an Avaya Definity System from Total Communications, you have the dual advantages of Avaya dependability and Total experience. Total Communications offers over 20 years of experience in business communications, backed by over 60 service technicians and a 3 million dollar inventory in parts and equipment.



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