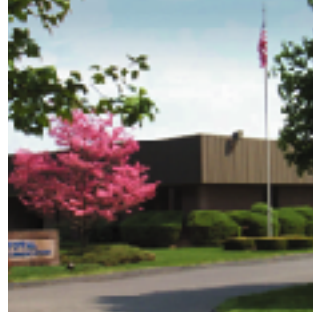


# Maintenance AGREEMENTS

EXPEDITED EMERGENCY SERVICE WITH A TOTAL MAINTENANCE AGREEMENT

EXPEDITED EMERGENCY SERVICE



PROTECTION FROM UNPLANNED EXPENSES

*Where do you turn when you have a problem that needs to be fixed NOW? When your network is down? When the warrantee expires on your telephone system? When you can't get support from your telephone system manufacturer?*

TWO LEVELS OF SERVICE

### TOTAL COMMUNICATIONS MAINTENANCE AGREEMENT

Whether you purchased your system from Total - or elsewhere - a Total Communications Maintenance Agreement gives you expedited emergency service and protects your business from unplanned expenses.

SUPPORT FOR LEADING BUSINESS TELEPHONE & VOICE MAIL SYSTEMS

### TWO LEVELS OF SERVICE

#### PLAN I

Monday through Friday

8:00am to 5:00pm  
excluding holidays

#### PLAN II

Monday through Friday

**plus EMERGENCY SERVICE\***

24 hours a day, 7 days a week  
including holidays

ONE-STOP SOURCE FOR ALL SYSTEM PROBLEMS

### SUPPORTED SYSTEMS \*\*

- Avaya
- Mitel
- Voice Mail Platforms:AVT & Cisco
- Iwatsu
- Estech (ESI)
- Inter-Tel / Executone

FREE TOLL ANALYSIS & NETWORK CONSULTING SERVICES

### TOTAL MAINTENANCE AGREEMENT INCLUDES

- Replacement of any and all malfunctioning components including parts, labor and trip charges
- Priority service
- 2 hour emergency response time\*
- One-stop source for all system problems
- Free toll analysis and network consultation service

INDIVIDUAL PLANS TAILORED TO YOUR NEEDS



www.totalcomm.com

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

*see reverse for more information on Total Communications services*

TELEPHONE SYSTEMS LOCAL & LONG DISTANCE SERVICES MULTISERVICE NETWORKS INTERNET SERVICES

# Maintenance AGREEMENTS



**AVAYA**

BUSINESS PARTNER



[www.totalcomm.com](http://www.totalcomm.com)

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

## YOUR INDIVIDUAL MAINTENANCE AGREEMENT

Contact our Maintenance Department today to have a custom maintenance plan designed for your communication systems! You'll protect your company from unplanned expenses, plus you have the security of knowing that emergency service is just a phone call away!

## ADDITIONAL SERVICE PLANS

Total Communications also offers the **Total Platinum Services Program** (for easy-access technical assistance) and the **Total Telco Service Agreement** (for fast identification and resolution of telephone line problems). Ask your Total Maintenance Sales Representative for a complete description of these plans.

## TOTAL COMMUNICATIONS SINGLE POINT OF CONTACT SERVICES

Total Communications is your *single point of contact for business communications*, offering these comprehensive services:

### TELEPHONE SYSTEMS

- Open-ended solutions for companies with 5 to 5,000 employees
- From traditional telephony to voice-over IP solutions

### LOCAL & LONG DISTANCE NETWORK SERVICES

- SNET Authorized Sales Agent in Connecticut

### DATA NETWORKING

- High-performance Local and Wide Area Networks (LAN and WAN)
- A leader in converged voice, data and video networks

### INTERNET SERVICES

- Secure, dedicated, high-speed Internet access
- Value-added services, including managed e-mail and content filtering software

\* Emergency Service is defined as service to repair a problem that prevents calls from being placed or received. Non-critical service calls are not considered emergency service and will normally be handled within eight business hours.

\*\* If you do not see a system listed here, contact our maintenance department to check if service is available.

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East Hartford, CT 06108  
860.282.9999

999 Oronoque Lane  
Stratford, CT 06614  
203.377.5000

23 Midstate Drive  
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