

Service / Maintenance OPTIONS

DEDICATED TO KEEPING YOUR COMMUNICATION NETWORKS OPERATING SMOOTHLY

TOTAL PLATINUM SERVICES PROGRAM

TOTAL TELCO SERVICE AGREEMENTS

EXPEDITED EMERGENCY SERVICE

ONE-STOP SOURCE FOR ALL SYSTEM PROBLEMS

INDIVIDUAL PLANS TAILORED TO YOUR NEEDS

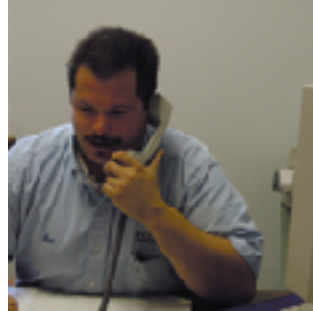
* *Emergency Service is defined as service to repair a problem that prevents calls from being placed or received. Non-critical service calls are not considered emergency service and will normally be handled within eight business hours.*

© Copyright 2001, Total Communications Incorporated. All rights reserved.



www.totalcomm.com

single point of contact for all your business communication needs



*Why have over 11,000 businesses turned to us for their communication systems? The answer is service. From your initial contact with our sales representative to an emergency call, we offer you unparalleled personal service. Now in addition to Total Maintenance Agreements, we offer **2 new service options:** the Total **Platinum Services Program** and Total **Telco Service Agreements**.*

TOTAL PLATINUM SERVICES PROGRAM

Whether you want a technician to walk you through a voice mail user change or just ask a technical question, all you need to do is call us! Give our dispatch department your Total PSP number and they will connect you with a certified telephone technician or network engineer. As a Total PSP Account member, you don't have to worry about setting appointments for minor issues or paying for a full hour of service when your issue can be resolved in 15 minutes! You can pre-purchase PSP credits in 500 credit blocks for the support of any of the products and solutions offered by Total Communications.

TOTAL TELCO AGREEMENT

With a Total Telco Service Agreement we extend our services to troubleshooting your telephone lines. Rather than calling the telephone company or other CLECs when you have a problem, simply dial Total Communications. We will troubleshoot your problem to determine its source - either the equipment or the phone lines - so it can be resolved quickly and painlessly. We even offer 2 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

333 Burnham Street
E. Hartford, CT 06108
860.282.9999

999 Oronoque Lane
Stratford, CT 06614
203.377.5000

23 Midstate Drive
Auburn, MA 01501
508.832.9600

TELEPHONE SYSTEMS

LOCAL & LONG DISTANCE SERVICES

DATA NETWORKING

INTERNET SERVICES