

TOTAL SERVICE AGREEMENTS
Maintenance Agreements, Platinum Services,
Telco Service Agreements & TotalNet



Why have over 12,000 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. Plus, we offer **4 types of service agreements**: **Total Maintenance Agreements**, **Total Platinum Services Program**, **Total Telco Service Agreements** and **TotalNet**.

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.

Two Levels of Service

PLAN I	PLAN II
Monday through Friday	Monday through Friday
8:30am to 5:00pm excluding holidays	plus EMERGENCY SERVICE* 24 hours a day, 7 days a week including holidays

Supported Systems **

- Mitel
- Cisco
- Voice Mail Platforms:
AVST & Cisco
- Iwatsu
- Inter-Tel /
Executone
- Vodavi

Total Maintenance Agreement Includes

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

Total Maintenance Agreements

Total Platinum Services Program

Total Telco Service Agreements

TotalNet: Onsite Support for Voice/Data Networks

Expedited Emergency Service

Protection from Unplanned Expenses

Support for Leading Business Telephone & Voice Mail Systems

One-Stop Source for All System Problems

Individual Plans Tailored to Your Needs

(over)

TOTAL PLATINUM SERVICES PROGRAM

Do you need to add or delete a few voice mail users or extensions? Make changes to your Exchange Server? Modify your Wide Area Network routers or your Local Area Network configuration?

When you're handling situations like these, you need easy-access technical assistance! That's why Total Communications Inc. has developed the "Platinum Services Program". By signing up for the Platinum Services Program, you have a direct line to one of the best technical staffs in the communications industry.

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 1,000 credit blocks for the support of any of the products and solutions offered by Total Communications.

TOTAL TELCO SERVICE AGREEMENT

With a Total Telco Service Agreement we now 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	PLAN II
Monday through Friday 8:30am to 5:00pm excluding holidays	Monday through Friday plus EMERGENCY SERVICE 24 hours a day, 7 days a week including holidays

TOTALNET

How do you assure reliability for your voice /data network? **TotalNet**, a valuable adjunct to Cisco SMARTnet, is an ideal solution. Total Net offers onsite support for voice and data networks with 2 levels of service from our Cisco Certified Engineers. TotalNet includes diagnosis, equipment replacement, security policy checks and restored configurations.

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* *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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