

**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**

<b>PLAN I</b>	<b>PLAN II</b>
Monday through Friday	Monday through Friday
8:30am to 5:00pm excluding holidays	<b>plus EMERGENCY SERVICE*</b> 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

Monday through Friday

8:30am to 5:00pm  
excluding holidays

### PLAN II

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.*

ServiceMaintenanceOptionsAll2007

Revised 02/2009

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*One-Stop Source for All System Problems*

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**TOTAL**  
COMMUNICATIONS, INC.

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