

SERVICE & SUPPORT FOR YOUR IP COMMUNICATION SYSTEM



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TOTAL
COMMUNICATIONS, INC.

www.totalcomm.com



Thank you for choosing Total Communications to install your new IP Communication System. You have now joined the 12,000+ satisfied customers who rely on Total to maintain their voice and data networks.

As a Total Communications customer, we want to be sure your experience is a positive one. First, if you need service or support, we have outlined all of our service contacts and procedures here. Please save this brochure so you can refer to it when you need assistance.

Second, since we are seriously committed to offering you the best possible service, we welcome your feedback. Simply submit our online survey at:

www.totalcomm.com/total/survey.html

Beyond your new communication system, Total is a "Single Point of Contact" for all your business communication needs. If you are not already using Total for your Internet access, local and long distance service, or network monitoring, we hope you will consider what we have to offer. To give you a complete picture, we list all of our services on the back of this brochure.

We look forward to working with you as your technology partner!



A Voice-Over IP system is only as good as the company that stands behind it. At Total Communications, we stand behind you every step of the way with emergency and routine service . . . and beyond!

EMERGENCY SERVICE

Guaranteed 2-Hour Response

Emergency calls are any system failure that directly affects your ability to conduct business. This includes the ability to receive incoming calls or make outgoing calls, or the malfunction of a majority of your telephones.

ROUTINE SERVICE

24-Hour Response

Routine calls are defined as individual equipment malfunctions which do not affect the major portions of your Voice-Over IP system.

TO REPORT TROUBLE

If you have a service trouble to report, call the Total Communications Service Center at **800-300-0824**. Please be prepared to give your customer number. Our engineers determine if your problem can be handled remotely or if we need to dispatch an engineer to your site.

PROMPT DISPATCH

Total Communications has custom software that tracks our technicians and your service history. This enables us to dispatch a technician to an emergency as quickly as possible. Our objective is to complete any repair during the first service call. Our return ratio is less than 4%.

SERVICE ESCALATION

When a service issue needs to be escalated, Total Communications has detailed procedures to follow your issue to resolution. If your issue is not resolved within 2 hours (emergency issue) or 24 hours (routine issue), please feel free to get in touch with the escalation contacts listed in the right-hand column.

TotalNet

Total Communications offers Cisco IP Communications customers a unique service called TotalNet. TotalNet takes Cisco's SmartNet and Software coverage and combines it with Total's engineering labor. The result is an all encompassing maintenance agreement for parts and labor. Under TotalNet, most software upgrades are free and your only expense is labor for installation.

MOVES, ADDS & CHANGES (MAC)

In the future you may want to add equipment and software to your IP Communication system. Contact Total's Moves, Adds and Changes Department at **800-300-0824** to help you with:

- Adding, moving or changing telephone extensions or equipment
- Price quotes on equipment
- Ordering an additional telephone or blade
- Lead times for products
- Quick questions when your sales representative is unavailable

Adds, Moves and Changes Vs. Sales

Contact the MAC Department for small, routine orders. If you have a major project, contact your Sales Representative to discuss it.

MAC ESCALATION

If you need to expedite an MAC project, the individuals listed at right as MAC Escalation Contacts will be able to help you.

Other Departments & Contacts

MAINTENANCE CONTRACTS

When your first year maintenance agreement or warranty is about to end, Total's Maintenance Department will contact you. They will provide quotes for extending your maintenance plan. Multi-year plans are available for additional savings. For questions on maintenance contracts, contact the Maintenance Sales Manager at 860-622-4141.

BILLING

If you have questions about billing, please call Total's Finance Department. We list contacts for service billing and MAC billing, so you can reach the appropriate person. Our billing representatives are extremely helpful and have full access to your account information so they can answer questions and resolve issues quickly.

EMERGENCY & ROUTINE SERVICE

800.300.0TCI

dial "1"

ESCALATION CONTACTS

Data Services Manager

860-622-4290

Vice President of Operations

860-622-4200

MOVES, ADDS & CHANGES

800.300.0TCI

dial "1"

ESCALATION CONTACTS

Customer Service Manager

860-622-4297

MAINTENANCE CONTRACTS

Maintenance Sales Manager

860-622-4141

BILLING

Service Billing

860-622-4022

MAC Billing

860-622-4021



TOTAL COMMUNICATIONS "SINGLE POINT OF CONTACT" SERVICES

VOICE SYSTEMS

- IP Telephony Systems
- Voice Mail
- Unified Messaging (voice/e-mail/fax)
- Wireless & Mobility Solutions
- Call Recording
- Automated Call Distribution
- Interactive Voice Response
- Contact/Call Centers
- Speech Recognition

DATA NETWORKS

- Local & Wide Area Networks (LAN & WAN)
- Network Installation & Design
- Security with Firewalls & Virtual Private Networks (VPN)
- Network Infrastructure & Management
- Network Operating Systems
- Wireless LAN (WLAN)

MULTISERVICE NETWORKS

- Voice, Video & Data Convergence
- Unified Communications
- Quality of Service (QoS)
- Remote Worker Solutions
- Conferencing/Collaboration

NETWORK MONITORING

- Continuous Monitoring of WAN Components
- Bandwidth Utilization Monitoring
- Monthly Reporting
- Immediate E-Mail Notification of Suspicious Network Activity
- 24/7 Technical Support
- 4 Levels of Network Monitoring Service
- Web Filtering, AntiVirus, AntiSpam

CARRIER SERVICES

- local & Long Distance Plans
- Interstate, Intrastate, International
- Customized Plans
- Mobility
- High Speed Voice, Video & Data Circuits
 - PRI
 - CentraLink (AT&T)
 - MPLS
 - ATM
 - OPT-E-MAN
 - Dedicated T1 & T3
- FiOS

INTERNET SERVICES

- High-Speed Internet Access
- Dedicated Web Site Hosting
- Filter Security Software
- Managed E-Mail Service
- Virus Scanning

SERVER CO-LOCATION

SECURITY

- Video Monitoring

MANAGED SERVICES

- Hosted Communications
- Audio Conferencing
- VoIP Security

MAINTENANCE & SERVICE PLANS

- Total Maintenance Contracts
- Total Telco Agreements
- Total Platinum Services Program
- TotalNet

FINANCING OPTIONS

- Leasing
- Off-Balance Sheet Financing

STRUCTURED CABLING

- Infrastructure Design, Installation & Maintenance
- Fiber Networks
- Single Mode & Multi Mode Dark Fiber Networks
- Voice/Video/Data Infrastructures
- Safety Alarm, Energy Management & HVAC Cabling



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