



SERVICE PLANS

WTSC PROTECTION PLAN

WTSC PROTECTION: BEST-IN-CLASS SERVICE

WTSC Communications has been in the service delivery business since 1998. We recognize that your satisfaction (and our reputation) depends entirely upon our performance and sensitivity to your business requirements. Because of this, WTSC Communications has redefined service excellence in the telecommunications industry. The **WTSC Service Plans** have been created to provide total service excellence – no surprises, no fine print.

Communicating with customers, suppliers, prospects and co-workers is too important to your business to risk disruption. Most companies do not take the time to understand the risks of not properly protecting a communications system. Most service providers are not anxious to disclose the hidden costs.

There are three risks associated with system problems:

- The cost to repair or replace a failed component,
- The cost and availability of labor to diagnose and correct a wide variety of issues
- The cost and inconvenience of business interruptions be they major or minor.

WTSC Communications has made coverage decisions designed to eliminate ALL surprises.

PLEASE TAKE THE TIME TO READ AND UNDERSTAND THESE COMMITMENTS

PARTS PERFORMANCE GUARANTEE

Every communications system from WTSC Communications includes a 5-year parts performance guarantee. This means that any hardware component that fails at any time during the first 5 years of use will be repaired or replaced at no cost. * A failed phone might cost \$100 - \$300 to repair; a card, CPU or voicemail component could be several thousands of dollars. Our clients pay nothing - guaranteed.

** Failures due to misuse and abuse are excluded. Disposables such as batteries, handset cords, etc are not included. Labor is not included.*

SYSTEM AUDIT GUARANTEE

A WTSC Communications communication system is a sophisticated technology solution. These systems are enhanced and updated on a regular basis by the manufacturer. As a standard aspect of the Premium and Standard WTSC Protection Plans, WTSC Communications will not only make sure you are aware of the latest system developments through an annual system audit but will also make recommendations based on your business objectives.

WTSC PROTECTION SERVICE

WTSC Communications has created three service options. Any of the three is intended to provide a high level of confidence that system issues will be responded to promptly and professionally and that troubles will be corrected in the shortest time possible. Your business and customers can count on it!

WTSC PROTECTION SERVICE: PREMIUM (GOLD)



- 7 X 24 X 365 Service
- Priority queue for service requests
- Guaranteed Emergency Response – 2 hours
- Guaranteed Non- emergency response – 8 business hours
- Remote System Access (configuration dependant)
- Annual Network Audit (covers all transmission issues)
- Annual System Audit (covers all system enhancements and application developments)
- Telco Problems
- 24 Hour Help Desk
- After Hours Service-No additional Charge (Emergency)
- No trouble found visits
- Additional user guides/Designation Strips
- Preventative Maintenance – Quarterly Visits
- Cleaning and Inspection of Switch Room Equipment
- Handset/Base Cords
- Training for personnel on system functionality
- Remote System programming changes
- Software Problems and PEPs
- No Administration fee
- Diagnostic Time
- Consulting
- Guaranteed Response
- 10% discount on moves, adds and changes

WTSC PROTECTION SERVICE: STANDARD (SILVER)



- 8-5, M-F Service
- Priority queue for service requests
- Guaranteed Emergency Response – 2 hours.
- Guaranteed non-emergency response – 12 business hours.
- Remote System Access (configuration dependant)
- System Software Updates
- Annual System Review (preventive maintenance) once per year
- Annual Network Audit (covers all transmission issues)
- Annual System Audit (covers all system enhancements and application developments)
- Training for office personnel on system functionality – 2 per year
- Remote System programming changes – 3 per year
- Telco Problems
- 24 Hour Help Desk
- No trouble found visits
- Additional user guides/Designation Slip
- Preventative Maintenance
- Cleaning and Inspection
- Handset/Base Cords

WTSC PROTECTION SERVICE: STANDARD (SILVER) CONT'D

- Software Problems and PEPs
- No Administration fee
- Diagnostic Time
- Guaranteed Response
- 5% discount on moves, adds and changes

WTSC PROTECTION SERVICE: WTSC HOURS (BRONZE)

(AN ADVANCE PURCHASE OF TECHNICAL LABOR HOURS IN BLOCKS OF 10)

- 8:00 am - 5:00 pm, Mon - Fri Service
- Priority Queue for Service Requests
- Guaranteed Emergency Response – 2 hours
- Guaranteed Non-Emergency Response – 12 Business Hours.
- Annual System Review (Preventive Maintenance) Once per Year
- Unused Hours can be Applied to MAC Labor.

GOLD, SILVER, & BRONZE RESPONSE GUARANTEES

EMERGENCY RESPONSE GUARANTEE

In an emergency situation, WTSC Communications guarantees to have a certified technician working on the problem within two (2) hours. A failure to do so would result in the free extension of an existing WTSC Protection Plan for 6 months or an account credit equivalent. (Customer's choice)

NON-EMERGENCY RESPONSE GUARANTEE

In a non-emergency situation WTSC Communications guarantees to respond within the committed time. A failure to do so would result in the free extension of the existing WTSC Protection Plan for 1 month or an account credit equivalent. (Customer's choice)

EXCEPTION

Response guarantee penalties are waived during unusual events that interfere with WTSC Communications ability to respond to include: Acts of God such as flood, hurricane, tornado, earthquake, etc and man-made catastrophes to include war, terrorist attack, national work stoppages (strikes), etc.

ALL OTHER PROMISES GUARANTEE

Any written commitment for billable technical services and/or parts that is not completed on time will result in a 20% reduction of the agreed upon quote.

THAT'S IT.....GUARANTEED!!