

PARTNERS FOR LIFE PROGRAM



When Patrick Galvin founded WTSC Communications in 1998, he envisioned a company that embraced every new customer as a business partner. The key to longevity and respect in business is living up to your commitments.

WTSC Communications has developed a program that mirrors our philosophy of long term client partnerships. Our Partner For Life Plan combines several of our service and support offerings to provide our clients with the Peace of Mind that comes with a Total Support Program. These include:

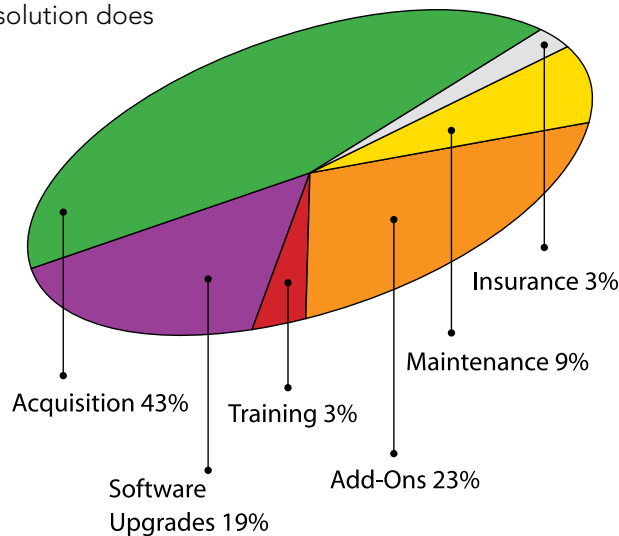
- The Best-In-Class Service aspects of our Gold and Silver Protection Service
- Our Five Year Parts Performance Guarantee
- System Audit Guarantee
- Service Response Guarantee

AND

- The Technology Refresh Program – this program builds up a “refresh allowance” as you move forward with you lease. The further into the lease, the more refresh money is available. If the entire refresh allowance isn’t used, your payment is lowered.

Our Partner For Life Plan helps eliminate surprises during the life of your communications system and provide you with the best all around support available.

Below is a chart outlining the results of a study conducted by Wilkofsky Gruen Associates in 2004 that evaluated the total cost of maintaining your communications system. It is important to note that only 43% of the cost associated with the operation of the system is the acquisition cost. The Partner For Life Program was developed to ensure that our customers’ total communication needs are provided for. It is critical to assure not put you at risk for unexpected, unbudgeted costs.



2004 Wilkofsky Gruen Associates, 2004*

* 2004 Wilkofsky Gruen Associates maintains extensive and proprietary databases on domestic and foreign telecommunications markets and prepares the annual [Market Review & Forecast](#) on the telecommunications market for the MultiMedia Telecommunications Association and the Telecommunications Industry Association.

You’ve invested a lot in your new communications system – **you deserve our support and commitment** – for the life of your system.