



Corporate Headquarters:
425 Second Street, 2nd Floor
San Francisco, CA 94102
Telephone: 415-977-7000
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www.UTDi.com

UTDi Total Care Program

Ensuring the lifeline of your company is always online



When you need expert knowledge to maintain your IP or traditional telephony, Contact Center or Messaging systems, look to UTDi to deliver value to your business. UTDi understands that communication is the heart of your business, and that it is critical to ensure that your lines of communication are always open. UTDi is hard at work for you around the clock, remotely as well as at your site when needed. The Total Care Program, which is available as a comprehensive service, can protect your communications investment so that you can concentrate on running your

business. With its focus on simplicity and consistency, the UTDi Total Care Program provides you with an exceptional level of service and flexible options across all UTDi provided applications and solutions. At UTDi we Deliver Confidence, Capability and a “Can Do” attitude.

Flexible Options

Full Coverage 8x5 or 24x7

Full Coverage maintenance gives you peace of mind by leaving full servicing responsibilities to UTDi. Full Coverage 8 x 5 includes:

- Business day maintenance coverage (8 am to 5 pm, five days a week excluding UTDi holidays) on your UTDi provided hardware and software configurations including the support needed to clear faults quickly and to maximize the availability of your systems, equipment, and applications.

- Remote maintenance and helpline support provided by our experienced remote technicians, as well as any on-site support or replacements parts that may be necessary to clear the fault.
- Proactive maintenance through quarterly visits and assessments by manufacturer certified experts.

You may also choose the Full Coverage 24x7 option, which provides the same full coverage as Full Coverage 8x5, but also provides support on major outages on a 24-hour-per-day, 7-day-per-week basis.

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Switch Only Coverage 8X5 or 24X7

The switch only option provides cost-effective “peace of mind” for those customers who either have a mixed environment with multiple third-party provided telephones, or are simply primarily concerned with their phone system, voice mail and its components, and not with the actual telephones or various endpoints. With Switch Only Coverage, you have the same support level as our Full Coverage customers, and can also take advantage of either the 8X5 or 24X7 options.

Service Capabilities

On-Site Service Response Objective

When the trouble cannot be resolved remotely, UTDi provides on-site service with a four-business-hour response objective. For some metro areas, we offer a two-hour response objective.

Technical Support/Troubleshooting

Our experienced product and service engineers and field technicians are here to support your maintenance needs. With the Total Care Program, you receive access to all of UTDi’s technical resources. Troubleshooting is included and our TCP clients will receive up to fifteen minutes of technical support at no additional cost to you. If you have a simple question, just call into our service department and a qualified technician will be happy to assist you.

Replacement Parts

The UTDi national distribution system provides the correct parts in the shortest interval possible. UTDi will dispatch a technician to replace the defective part or equipment. The 24x7 and 8x5 offer guarantees you

delivery of the replacement parts by next business day for your installation.

Help Line Support

For fast assistance that is just a phone call away, the Total Care Program provides access to Help Lines staffed by system experts. There you can receive timely, thorough answers to basic product, feature/function or interoperability questions.

Additional Service Features

In addition to the standard extended warranty features, UTDi is pleased to provide even more reasons that the UTDi Total Care Program is the best way to ensure that your communications’ needs are always being met.

Proactive Quarterly Visits

“An ounce of prevention is worth a pound of cure.” Although UTDi is committed to helping you in the event of a problem, we strive to solve the problems before they even occur. Each quarter, UTDi technicians will visit your site to make certain that your communications equipment is functioning properly and to keep an eye on factors that might affect your equipment in the future, such as environmental or network issues.

Priority Service Queue

It is always better to go to the front of the line. As part of our commitment to provide the best service we possibly can to our customers, we give our current Total Care Program customers priority over our non-TCP customers by way of a dedicated service queue. This way you can be sure that your needs are our priority.



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Product and Service Discounts

As an Total Care Program customer, you are entitled to a standing 15% equipment discount as well as reduced labor rates for trip charges, additional moves, adds and changes. It pays to be a UTDi TCP customer.

Extended Support

When the manufacturer has ended support for a system, UTDi will continue maintenance as appropriate. However, support may be limited due to the absence of engineering resources along with potentially fewer replacement parts in inventory. As always, UTDi will provide our "best effort" in continuing support for these systems no longer directly supported by the manufacturer.

Let UTDi do the worrying for you!

At UTDi, we understand that communication problems can be frustrating. That is why partnering with UTDi will provide you with "peace of mind," knowing that certified professionals are actively looking after your communication needs, and are ready to act on a moment's notice. The Total Care Program is also an excellent tool for managing your communication costs: providing either quarterly or prepaid billing options, annual or multi-year terms, and protecting you against unexpected expenses associated with your communications hardware and software.

UTDi Managed IP Communications

UTDi Managed IP Communications is a managed customer premises equipment (CPE)-based VoIP solution with multiple service options. It offers a highly customized solution that unifies your network into a converged platform to support voice, video and data. Through a fully bundled IP telephony service that includes a convergence readiness assessment, UTDi Managed IP Communications provides the hardware, software, license, installation, maintenance and 24/7 application management and monitoring (optional) you will need. The service cost is contained in a monthly recurring charge (MRC) per managed port, eliminating the need for large up-front capital expenditure.

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**Contact your UTDi Solution Specialist to discuss how the Total Care Program
can help ensure the continued success of your business**

888-898-6901



About UTDi

Since our founding in San Francisco County in 1981, Unified TelData, Inc. (UTDi), has worked to fulfill our mission to provide voice and data solutions for the business, education and government markets. We accomplish this mission by always striving to exceed not only our customers' expectations, but our own. That's one reason we have worked so diligently to create and maintain strategic alliances with best-of-breed voice and data software and hardware manufacturers. These designations include:

- Avaya Platinum Certified Business Partner
- Cisco Premier Partner
- Nortel Premier Business Partner
- Altigen Diamond Business Partner

UTDi has demonstrated a long-term commitment to its customers and users. By listening, we respond with enhanced product and service offerings, and deliver a full-service solution for all voice and data needs. We strategically employ professional, qualified, and certified technicians to assist customers with any issues or problems. As technology changes and evolves, UTDi is the best-positioned partner to provide your business with the tools it needs to ensure its continued success.

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