

Flexible Maintenance Packages

FORWARD offers a variety of packages built to suit your needs and budget. Additionally if your system configurations change during the year, your coverage can change with them. Adding new **FORWARD** provided warranted components will not impact your currently covered maintenance costs

STANDARD Maintenance Packages- M-F 8x5 - All of our Packages can cover your equipment to include 24/7 365 days a year coverage. And any of our packages can be converted so that Standard coverage is Monday through Friday (excluding holidays) for Remote Technical Support and onsite service 8 am to 5 pm.

ENHANCED - Total Maintenance Package coverage - includes 24/7 coverage of your network services, System components only or can include cable, jacks, MOH devices, system components, stations and ancillary equipment. Critical System and station / endpoint spares will be maintained in our stock and as an option can be stored on your site for quick replacement as needed. System backups will be provided and will also be kept off site for survivability. Ongoing training is included at no cost and optional technical training is available. Customized system, station and service documentation is maintained and provided for all of your sites.

PREMIUM - Carte Blanche Maintenance Package coverage - includes 24/7 coverage on all Systems, switches, station phones/endpoints, Voicemail, peripheral equipment, cable, cords, jacks, patch panels, CTI equipment, and Telco Network Service provider liaison service. Onsite spares of major phone types will be kept on site for quick repair and this type of package would also include a technician on site to perform minor moves, adds, and changes at no additional cost. This package is for the company or organization which has a strict budget from which it needs to adhere with the benefit of no extra billings for the year for those small changes needed when personnel or changes occur.

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The Benefits of an Extended Maintenance Contract

Next to your personnel, the most important components of your business are your equipment, your fleet services and your communications and computer systems.

Would you go without insurance for your business?

Would you go without a contingency plan for key personnel?

A glitch in your communication system could be catastrophic!

Having a contingency plan for your communications services and equipment is critically important in today's business structure.

FORWARD Telecommunication Services, has a solution for you: Extended Maintenance Packages; an Insurance Plan that fully covers you, and gets you back in business. We'd like to introduce you to the Benefits of having an Extended Maintenance Contract for your communications systems.

A best choice for new systems – Pay a reduced price and continue warranty work seamlessly through the term of the extended contract, when prepaid at the time of installation of your new system. Starts on the date of purchase and extends up to 2 to 5 years. These plans include remote tech support, unlimited training for new personnel and provides for onsite priority repair or replacement, with loaner systems until components are repaired by factory authorized center or replaced by manufacturer.

A necessary choice for Legacy Systems No End of Life or End of Support Announcements -

A Legacy System is normally understood to be a communications system that falls two or more versions behind the latest releases. While many vendors will encourage you to upgrade your legacy system, **FORWARD** understands that a properly maintained Legacy system can last years. When your phone system is working just fine for you – you don't need unnecessary upgrades and we guarantee that we will provide full maintenance and support on your legacy system for the life of our agreement. Though Manufacturers may announce end of life of their equipment or support, due to our long established relationships in the industry, we will provide service and repair on equipment that may no longer be offered on the open market. The long and short of it: **FORWARD** will not announce end of life or end of support and will NOT pressure you to upgrade.

Priority Status - All contracted customers receive priority status for parts and services over non-contracted customers. In addition, all service under a contract has a guaranteed response time. Your system will always have guaranteed immediate support. An emergency situation will have your call for support answered / returned within 1-4 hours and remote support will begin immediately. If a site visit is required a tech will be dispatched within 4 hours of the answered call.

Discounted Services - Contracted customers receive discounted rates for other services and equipment not covered under a maintenance contract such as moves, additions and changes of new and existing equipment.

Free Parts Replacement – Periodically covered parts will need to be replaced during normal use. **FORWARD** will replace and install it as part of your coverage.

Complete System Documentation - **FORWARD** provides our extended maintenance customers with User/System and Administration guides, as well as personalized and detailed instructions for personnel who need to make changes to programming or auto-attendant/voicemail system periodically.

Technical Expertise on Legacy Systems - A manufacturer-certified Senior Technician, who understands your system, is just a phone call away 24/7. **FORWARD's** Tier 3 tech support personnel are available to you to provide the support you need for remote administration, answer questions regarding your day to day administration of your systems, or get you routed to the proper professional to assist you.

System Backups - **FORWARD** maintains an offsite backup of your system's programming for disaster recovery purposes. The newer web management based systems will also have an onsite backup of system programming on a flash drive that can be stored or removed from premise conveniently for your needs. We will also, upon request, leave a flash drive copy of your programming for Legacy systems onsite. Optional system management software can be installed on site for self-serve programming and backup.

Onsite Checkups - Throughout the year, our technical staff will periodically visit your premises to perform preventative maintenance, clean and test equipment to keep your legacy systems in peak performance.

Offsite Maintenance and Changes - Many Legacy systems can be remotely accessed through base programming to make changes as needed for your personnel, or make system changes. Newer systems are maintained through secure IP connections to troubleshoot or apply program changes as needed. Often our Tier 3 trained support staff can apply changes remotely using IP or telephony access to base programming, eliminating the wait for a Senior Technician's intervention.

Complete Parts and Labor Warranty - **FORWARD** will immediately replace any failed component under coverage. We guarantee that your covered legacy system-critical components will be kept in stock locally at all times. As an option, we can also stock critical spares on your site. When a problem cannot be repaired remotely a technician will be dispatched to your site at no additional cost.

Single Point of Contact - Whether your service issue is an equipment problem or your Telco company's problem, **FORWARD** provides you with a toll free number as your single point of contact. All personnel are kept informed of your services and equipment to offer timely assistance to rectify a service issue. If the issue is a carrier service issue, **FORWARD** will liaison on your behalf with the service provider and keep you informed on the progress until the problem is resolved. In the rare cases when cellular services are disrupted in conjunction with landline services, **FORWARD** is reachable by Satellite phone. Part of our service is to also work with your other vendors from time to time in order to provide a rapid response to your communications systems' repair. If you do not have a dedicated vendor for some areas of your business, **FORWARD's** long history in the Chicago area has benefitted our ability to provide your organization with a wide array of trusted professionals who can assist you.

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FULL COVERAGE means no cost, no co-payments, and no deductibles -

- No cost on-going training for new staff or appointed personnel as needed.
- No Onsite technical charges for covered equipment and services
- No cost replacements for covered equipment failures.
- No cost remote tech support and remote administration of system programming.
- No deductibles, no hidden charges, no out of pocket costs.

A carte du jour selection of services - A Variety of packages and Services that best fit your organization's needs and budget. **FORWARD** works with your organization to identify and define the coverage that fits your needs and budget. We start with a comprehensive equipment audit to identify equipment requiring repair or replacement, and set up a system and station inventory. We will perform an environmental, ground and electrical audit to identify potential faults. The initial system analysis includes a critical spares evaluation to determine which critical components should be stored on site in case of a problem so that replacement of a failed part can happen in minutes instead of hours. At this time we will discuss with you and identify your organization's primary needs for coverage.

Telco Network Services Management - Let **FORWARD** act as your liaison with your Telco Network Provider. Our services include contacting the Telco Network Provider to order requested changes, troubleshoot and request repair services for your network services. When you don't have time to sit on hold with your service provider make one phone call and

On Line and Onsite User/Admin guides and FAQ's - All of **FORWARD's** customers enjoy the convenience of getting questions answered quickly on our website. In addition our Maintenance customers will have immediate digital access to user guides, administrator guides, FAQ's, and updated personalized system and user information provided on computer discs for easy distribution to your staff via your LAN or other digital distribution methods.

TechSupport - Although **FORWARD** will require the primary customer contact to designate personnel who can order billable service and moves adds and changes and to whom critical or priority information can be given, our staff will work with any of your personnel who require remote tech support or assistance in troubleshooting or have basic questions about the use of features or capabilities of their station equipment and services. This avoids delays by resolving basic programming or accessing issues independently and frees up management to perform other duties.

Emergency Service 24/7 - **FORWARD** keeps a significant inventory of spare parts for all systems that we cover under maintenance so that your downtime is reduced appreciably. On Call personnel will answer your call for service and attempt to assist remotely and or contact the Telco Serving Company to report issues and test services. If a technician is required on site, reliable dispatch will be made within two to four hours. Newer technology and even some Legacy systems have the ability to notify offsite monitoring personnel of alarm status. If this is available on your system, **FORWARD** will enable the capability to notify our staff of alarm mode, and proactively begin troubleshooting.

let us handle your service issues. **FORWARD** has escalation procedures to make sure your service requirements are fixed in a timely manner. The Network Services Package also covers authorizing **FORWARD** to make internet based changes to your account, services and features on your behalf. You will be updated on progress and resolution of the changes or service issues throughout the process.

Wire / Cable Maintenance - Coverage covers repair labor and replacement material for all cable, wire, jacks, blocks, cords and patch panels.

Main System Components only – The package for organizations that need the main system coverage but do not want ancillary products, such as phone sets, covered. If you lose a phone, temporarily replacing it with another will keep you in business until the set is repaired. However if your system goes down, you are out of business. Survivability and Disaster Recovery coverage is a smart choice for the conscientious but restricted budget. Some of the essential telephone and auto attendant system components covered are the CSU, Line Cards, PRI Cards, Digital and Analog Station Cards, Motherboard, Power Supply, Hard Drives, on the main and expansion cabinets.

Full System components, Stations and Ancillary equipment – The full system coverage is for those businesses that need coverage on all phones, end points, main system components and ancillary equipment, such as music on hold equipment, paging and speaker systems, security cameras and door locks and other systems that connect through the phone system.