



SUPPORTPLUS
Maintenance Contracts

Avoiding the Inevitable

The Anguish of Messaging System Failure

Catastrophic VoiceMail Insurance

Not convinced yet?

We strongly encourage you to, at the very least, sign-up for our Catastrophic Insurance Plan. For only \$2,500 annually, you receive designation as a high response priority customer, five hours of support with a Tier II Technician to address ANY system problem and an insurance policy that will cover any single component failure with a \$1,000 deductible or a multi component failure deductible of just \$3,000. Limit your company's exposure to an expensive system outage!

This program offers the following at a substantial discount:

- Unlimited Remote Technical Support
- Parts, Spares and MACs
- System Usage and Condition Reports
- Preventative Maintenance Routines

Excludes damage caused by flood, fire, lightning, earthquake, power surge or vandalism.

It's Not a Matter of If...It's a Matter of When!

"If it ain't broke don't fix it!" Perhaps this is true, if you're a gambler. This old adage is worst applied to VoiceMail technology.

When disaster strikes - *When is the last time you tested your spare parts? Are you just hoping that your messaging system keeps working?* Maintaining your own system can end up being expensive, time-consuming and risky without the clear understanding of how your messaging system operates. A down messaging system is a down business - avoiding a penny-wise, pound foolish approach can minimize your liabilities in the long run.

Disasters can leave you speechless - Recovering your messaging system keeps your business and customers connected when the inevitable occurs. The most over-looked and most important element to the success of reducing the cost of voicemail platform maintenance is the existence of a plan for disaster recovery. Being proactive towards system integrity will prove the difference between a minor hiccup or major system failure; whether your voicemail fails or survives.

Rapid Intervention - The Guarantee

VoicePlus provides SupportPlus, packaged maintenance and support programs that give you the assurance that should the worst happen, we will be there to assist you and resolve your problems, as quickly as possible. VoicePlus is proud to provide the most comprehensive protection plans available: GoldPlus, SilverPlus and BronzePlus (see reverse side for details).

SupportPlus Benefits:

- Limit exposure to large emergency repair costs
- Get preventative maintenance reports
- Get fast support from a highly-skilled Tier II Technician with a minimum 15 years field experience on your specific equipment
- Extend the life of the Voice Mail System
- Remarkably Affordable; Highest Quality Support
- Priority Response for Reduced downtime

With 25 years of systems integration experience, specializing in the voice messaging marketplace, VoicePlus has the wealth of knowledge that is needed to maintain the old TDM technologies.

SUPPORTPLUS Maintenance Programs - Worth Their Weight in Gold

VoicePlus offers a range of maintenance contracts designed to offer flexible support solutions and minimize the risk of downtime, improve performance, provide you with peace of mind and ensure you are getting the most from your investment.



	GOLD PLUS	SILVER PLUS	BRONZE PLUS
24/7 Remote Technical Support	✓		
Remote Support Nights/Weekends/Holidays	✓		
Highest Response Priority	✓		
Monthly System Usage and Condition Reports	✓		
Quarterly Preventative Maintenance Routines	✓	✓	
Parts Warranty Included	✓	✓	
Discounted Spares and MACs	✓	✓	✓
8:30am - 5:30pm Only (local time) Remote Technical Support		✓	✓
Discounted Remote Support Nights/Weekends/Holidays		✓	✓
High Response Priority		✓	✓
Quarterly System Usage and Condition Reports		✓	✓
Annual Preventative Maintenance Routines			✓
Discounted Parts			✓

Blocks of Support Hours:

- Blocks of 20 Hours prepaid are available at Substantial Discount
- Hours can be used for Remote Technical Support or MACs