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Digital Planet
COMMUNICATIONS, INC.

"Revolving around your business"

Digital Planet
COMMUNICATIONS, INC.

"Revolving around your business"



Introducing Total Care

from **Digital Planet Communications**...

TOTAL CARE

Digital Planet Communications innovative Total Care program is a new way of managing your business telecommunications. Complete management from a company that understands your needs, and has the knowledge and experience to exceed your expectations.

The perfect integration of telecom equipment solutions, paired with telecom carrier network services, to achieve the perfect balance. Digital Planet will design and implement the solution, and then we will manage and support it as well. That is Total Care.

NO SURPRISES

Imagine, one monthly fee covers all routine maintenance and any unexpected equipment failures. Total Care customers even get outdated equipment updated free of charge.

Budgeting is easy with Total Care, there are no surprise expenditures because everything is covered, and the payments are fixed for the term.

THE SIMPLICITY OF A SINGLE SOURCE

Digital Planet brings telecom carrier services and telecom equipment solutions together in perfect harmony. A solution engineered with knowledge and experience to achieve unparalleled efficiency of design.

As one of the nations leading experts in telecom carrier services, Digital Planet is able to design, implement and maintain today's leading telecom carrier network technologies, all designed specifically for your business.

More importantly, Digital Planet's vast experience in telecom equipment technologies brings a robust assortment of equipment solutions from companies like Avaya, Toshiba, Samsung and Star2Star to name a few.

AT FEES YOU CAN AFFORD

Total Care is designed so clients get more service for less money, which has always been the Digital Planet way. In fact, most new Total Care customers end up paying less for the complete coverage of Total Care than they used to pay for their existing coverage.

WITH TOTAL CARE YOU GET

- ✓ Unlimited Admin and User Training
- ✓ Unlimited Remote Service (8-5 M-F)
- ✓ Unlimited Moves/Adds/Changes (8-5 M-F)
- ✓ Annual Preventative Maintenance Visit
- ✓ Periodic Replacement of Handsets & Cords
- ✓ Priority Dispatch on all Service Calls
- ✓ Priority Scheduling for Service Calls
- ✓ Backup & Archiving of System Databases
- ✓ Online Access to Equipment Inventory
- ✓ Telecom Services Design & Implementation
- ✓ Telecom Services Premier Live Support
- ✓ Telecom Service Provider Bill Reconciliation
- ✓ Carrier Trouble Ticket Resolution Assistance
- ✓ Quarterly Technology Seminars (via web)
- ✓ Quarterly Technology Expos (live)
- ✓ Annual Analysis of Telecom Charges
- ✓ Unlimited User Guides upon Request
- ✓ Online Access to Telecom Services Inventory
- ✓ Preferred Service and Replacement of Defective or Outdated Equipment per Factory Recommendations

GET MORE; PAY LESS, THAT'S THE TOTAL CARE VALUE.