

The TotalCare Program is designed to meet your communication needs and keep your system running smoothly so that you can focus on your business.



Gain peace of mind knowing experts will properly maintain your system to avoid downtime and maximize efficiency. This solution provides protection against obsolescent technology and gives you the ability to budget your full communication expenses. With more than half of expenses associated with equipment ownership generally occurring after acquisition, this solution allows you to see the Cost to Own instead of only an upfront Cost to Buy.

BENEFITS OF THE PROGRAM INCLUDE:

Installation, Service & Warranty

The costs of maintaining, installing, and servicing the equipment are covered for the full term.

Training

To realize the business results the solutions are designed to achieve, we provide you free user training and basic system administration training.

Physical Loss or Damage Coverage

Coverage for direct physical loss or damage to the equipment including lightning, fire, flood, and theft. The cost for this coverage is included in your monthly payment and there is no deductible.

Upgrade & Add-On Flexibility

You have the option to upgrade or expand your system at any time during the program.

Software Upgrades (optional)

Future releases for feature and functionality are included to help you stay up-to-date and performing optimally.

Simplicity

An all-inclusive solution so you do not have any ownership issues to worry about. One document to sign and one easy-to-read invoice simplifies things for you.

Potential Tax Advantages

The monthly payment may qualify as a deductible operating expense because this program is a service. Consult with your tax advisors for your situation.

Budgeting

Approximately half of all expenses associated with equipment ownership are wrapped up in maintenance, training, and add-ons. This program covers virtually all unplanned communication expenses in one monthly payment.

Silver Support Program

Additional services covered include Free Remote Programming on existing equipment, discounted MAC labor for onsite changes, no trouble found calls, routine system backups, carrier assistance and bill audits, designation strips, free handset/base cords, etc.