


SYSTEM MAINTENANCE



XCLUTEL can provide you with ad-hoc support, individual component maintenance plans, or a complete customized package to ensure fixed costs, worry free telecommunications and computing. We have an unparalleled staff of engineers who can handle your issue quickly and efficiently.

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“Xclutel has proven quite capable in every situation they have been presented”

An exclusive customer service experience

XCLUTEL OFFERS TWO FLAVORS OF MAINTENANCE PROGRAMS. THE **BASIC PACKAGE** INCLUDES THE FOLLOWING BENEFITS:

- ✓ Complete Equipment Warranty for the Length of the Agreement
- ✓ Advanced Replacement of Faulty Equipment
- ✓ Labor Included for Repair, Replace or Troubleshooting of Covered Equipment
- ✓ Discounted Labor Rates for Billable Work (20%)

THE **XCLU-CARE PREMIUM MAINTENANCE PACKAGE** INCLUDES THE FOLLOWING FEATURES AND BENEFITS IN ADDITION TO THE ONES IN THE BASIC PACKAGE, MENTIONED ABOVE:

- ✓ Access to the XCLU-Care Customer Web Portal and our Library of Training Videos
- ✓ Data Protection
- ✓ Voice Uptime Monitoring
- ✓ Live Phone Support
- ✓ Remote Moves, Additions and Changes of System Configuration
- ✓ Tips and Strategies for Managing your Communications Solutions

XCLUTEL means peace of mind!

XCLUTEL is your single point of contact for maintaining your data and voice connectivity to the world.

We provide connectivity monitoring on data services, and router management. When you combine XCLUTEL network services, with XCLUTEL maintained equipment, you truly have ONE BILL, ONE PLACE TO CALL, ONE TELECOM PARTNER!

