

## XCLU-CARE SERVICES

XCLUTEL provides customized telecommunication and network services that empower SMBs while protecting them from technical vulnerabilities. Founded in response to a need for a more customer-focused telecommunications provider, XCLUTEL brings a level of responsiveness, expertise and partnership not commonly seen from telecommunications providers.

### MULTIPLE SERVICES. **ONE EXCLUSIVE PROVIDER.**

XCLUTEL is a single point of contact for all of your company's data and voice connectivity solutions. Our white glove service includes access to our dedicated, responsive service team with all services billed through one, convenient monthly invoice. Discover a better way at Xclutel.com.

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



#### PROTECTION & MONITORING

Safeguard all your telecom and data services with continuous data protection and voice uptime monitoring. We provide remote moves, additions and changes of system configurations. All voice and data services are backed by our industry-leading Service Level Agreement (SLA).



#### PREMIUM EQUIPMENT MAINTENANCE

All our equipment includes a complete equipment warranty for the length of the agreement, advanced replacement of faulty equipment and includes labor on repair, replacement or troubleshooting of covered equipment. Discounted (20%) labor rates on billable work.



#### XCLUTEL “XCEPTIONAL” SUPPORT

Live phone support is available 24/7 with prompt resolutions to problems. Access to the XCLU-Care customer web portal and our library of training videos offer tips and strategies for managing your communications solutions.

