



Maintenance/Support

PenTeleData offers flexible packages that fit any business need.

PenTeleData unveils another product that further sets it ahead of the competition and once again reaffirms its position as a leader in the market.

At PenTeleData, we prove time and time again that our customers are top priority. Our customers will have peace of mind knowing that they can now select one of the most comprehensive support packages available industry-wide. PenTeleData forges ahead as an industry pioneer, by combining its comprehensive support packages with the support options currently available from the industry's most recognized vendors. In other words, when you purchase a PenTeleData support package, you can be assured that we will work with you, hand-in-hand, to make sure your business stays up and running. PenTeleData doesn't just deliver your replacement equipment: we deliver, replace, configure and test it for a seamless installation.

In addition to PenTeleData's flexible hardware and software support packages, we can also provide you with 24 hours-a-day, 7 days-a-week proactive monitoring of the network infrastructure equipment, unlimited telephone support and the ease of a SPOC (Single Point of Contact).

No matter what size your business, PenTeleData has a support package that can be tailored to your specific needs. We make choosing a support package simple. First we determine what level of hardware maintenance/support you require from the hardware vendor. Then choose which one of PenTeleData's Support Plans best fits your business needs. Finally, combine your two choices and take advantage of PenTeleData's Bundled Support Packages. These bundled packages provide you with a flexible, cost effective support solution.

Now that's peace of mind.

“ Our philosophy of getting the job done right the first time is carried through in our maintenance and support packages. We work hand in hand with our customers until they're 100% satisfied.”

Jeff Reinhard

*Vice President of Operations
- PenTeleData*

PenTeleData Support*

Standard Plan - We recommend this plan for customers who require the full range of our support services and normal same-day business response time. This plan includes: 24-hour x 7-day proactive monitoring of network infrastructure equipment, Single Point of Contact (SPOC), for supported equipment only and unlimited telephone support. Although a very comprehensive plan, this plan does not include software upgrades or in-person onsite support unless otherwise noted.

Plus Plan - We recommend this plan for customers who require the full range of our support services and require rapid 6-hour response. In addition to all the benefits of our Standard Plan, this plan also includes - Onsite Technical Support with a 6-hour response time.

Cisco Support (see Cisco Literature for additional details)

Cisco offers a warranty plan for their equipment called SMARTNET. The SMARTNET plan includes the following items plus three different response options:

SMARTNET- One-hour callback policy by Cisco TAC for all hardware, configuration and software problems from 9:00 am to 5:00 pm local time, Monday through Friday, excluding Cisco-observed holidays with 24-hour x 7-day priority 1 and 2 telephone support. Software updates via CCO (Cisco Connection On-line) or media upon request. Registered access to CCO, 24-hours x 7-days a week.

8x5xNBD Next-business-day delivery of Advance Replacement parts, provided request is received prior to 3:00 pm local time.

8x5x4hr In addition to all of the above features, includes 4-hour response time for Advanced Replacement parts from 9:00 am to 5:00 pm local time, Monday through Friday, excluding Cisco observed holidays.

24x7x4hr In addition to all of the above features, includes 4-hour response time for Advance Replacement parts 24-hours-a-day, 7-days-a-week, including Cisco-observed holidays.

Bundled Support Packages* (PenTeleData Support & Vendor Support Combined)

For our customers' convenience, PenTeleData has bundled the PenTeleData support packages together with each manufacturer's support plan. These bundled packages will simply save you money.

Tier One Support Package

Cisco SMARTNET 8x5xNBD
and PenTeleData Standard Plan with SPOC (Single Point of Contact)

Tier Two Support Package

Cisco SMARTNET 8x5x4hr.
and PenTeleData Plus Plan with 6-hour response time

Tier Three Support Package

Cisco SMARTNET 7x24x4hr.
and PenTeleData Plus Plan with 6-hour response time

* PenTeleData Support is only available if the network was originally designed and implemented by PenTeleData.

Having a PenTeleData support package is like having a safety blanket for your business. Our specialists can identify a network inconsistency and resolve it before you, the customer, even realize it existed. To learn how your company can take advantage of this and other industry-leading technologies from PenTeleData, call us at 1.800.281.3564 or E-Mail: prosales@ptd.net

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