



Metro Technologies Support

Our Commitment to Excellence

The telecommunications industry of today is vastly different from what it was 3 to 5 years ago. Three major factors have created this difference. The first is technology. Processing power and the advent of voice over the internet (IP Telephony) are changing technology at an unprecedented rate. These changes are happening in months not years, and many of the advancements are being created by companies new to or outside the industry.

The second factor is company stability and commitment to service. *Fortune 100* telecom companies and others have either disappeared from the equipment marketplace or have greatly reduced their involvement in it.

Lastly, the converged technologies of voice, data, and high speed transport demand a much more sophisticated technical know-how. Traditional voice technical expertise no longer assures total application performance.

Understandably, these changes have created confusion and uncertainty.

Metro Technologies has never wavered from its core competency and commitment to its nationwide customer base. It is this very focus of purpose that allows Metro Technologies to proudly provide the most comprehensive protection plan available – period!

Making a communications system decision should be made with confidence, free from angst and doubt regarding vendor or equipment. Compare Metro Technologies guarantees to any other company's promises.

NEW SYSTEM INSTALLATION AND TRAINING

A high-powered, sophisticated communications system will empower your employees and enhance your business operations provided that it is properly designed, programmed, understood and utilized. We will design and program your system to be intrinsically easy to use and customized to meet your organization's specific needs.

STANDARD NEW SYSTEM WARRANTY

STANDARD Non-performance Guarantee: Metro Technologies will refund all monies paid and remove the system if notified within the first 30 days of installation that the system is not performing according to manufacturer's published specifications or written claims provided by Metro Technologies

STANDARD Parts Performance Guarantee:

Year 1 Guarantee: Every new communications system from Metro Technologies includes a **STANDARD 1 YEAR full parts and labor warranty from the date of installation**. This means that any hardware component that fails at any time during the first 12 months will be repaired or replaced at no cost to you.

Years 2 through 5 Guarantee: Metro Technologies takes the **STANDARD** equipment warranty ONE STEP FURTHER and includes an additional **4-Year parts performance guarantee**. This means that any hardware component that fails at any time during years 2 thru 5 will be repaired or replaced at no equipment cost to you.

*A failed phone might cost \$100 - \$300 to repair; a card, CPU or voicemail component could be several thousands of dollars. Our clients pay nothing - guaranteed.

**Failures due to misuse and abuse are not included. Disposables such as batteries, handset cords, basecords, headsets, headset accessories etc... as well as installation materials are not included. Labor is not included unless the Guardian support plan option is chosen.*

THE GUARDIAN SUPPORT PLAN: BEST-IN-CLASS SERVICE

Metro Technologies has been in the service delivery business for over 24 years. We recognize that your satisfaction (and our reputation) depends entirely upon our performance and sensitivity to your business requirements. Because of this, Metro Technologies has redefined service excellence in the telecommunications industry. The **Guardian Support Plans** have been created to provide total service excellence – no surprises, no fine print.

Communicating with customers, suppliers, prospects and co-workers is too important to your business to risk disruption. Most companies do not take the time to understand the risks of not properly protecting a communications system. Most service providers are not anxious to disclose the hidden costs.

There are three risks associated with system problems:

- 1) The cost to repair or replace a failed component,
- 2) The cost and availability of labor to diagnose and correct a wide variety of issues
- 3) The cost and inconvenience of business interruptions be they major or minor.

Metro Technologies has made coverage decisions designed to eliminate ALL surprises.

For more details on our service options please contact us at sales@metrotele.com