

# Peace of Mind

Rest Assured - Your Business Is Protected

## Technology Breaks

Let's face it, technology breaks. Having a plan in place to quickly resolve breakdowns in your network can be priceless for your business. With today's ever changing work environment, changes to your system are an integral part of remaining competitive and working at your business' optimal level. Why waste valuable time and resources on managing your network breakdown recovery plan? Or pay a premium on per instance repairs? Purchase a Peace of Mind maintenance plan and experience true peace of mind today!



## Two Packages to Cover All Your Business' Needs

At ITS we understand that varying businesses have different requirements when it comes to IT and communications. One may require that network equipment is up and running at all times, while another may see phone programming changes as the utmost important aspect in running a business at an optimal level. ITS has two packages to ensure your business has all of its bases protected! Our Peace of Mind - Access plan provides ensures a speedy recovery in case of an emergency, while Peace of Mind - PBX covers your PBX related devices for UNLIMITED programming changes in addition to expedited ordering processes.

## Peace of Mind - Access Plan

Proactive Network Monitoring

Our Peace of Mind Access Plan offers reliable protection for all of the network access devices which support your ITS provided broadband. Our Peace of Mind plans were designed for the business owner who wants to ensure optimal network uptime. The Peace of Mind - Access plan provides assurance that your bandwidth is being actively monitored to ensure minimal downtime and that your routers will be covered in the event of an emergency. The plan includes:

### Peace of Mind - Access Benefits\*

- **Router/Firewall Maintenance** - *Rest assured*, your routers and firewalls will be configured appropriately to ensure they supports ITS services.
- **Proactive Circuit Monitoring** - *Rest assured*, your circuit will be proactively monitored to identify bandwidth failures in a timely manner. In the case of detecting such a failure, your contact person will be contacted to ensure the detected failure is valid.
- **Automatic Trouble Ticket Generation** - *Rest assured*, if contact person is unavailable to confirm loss of bandwidth, a trouble ticket will automatically be generated with the underlying carrier.
- **Emergency Replacement** - *Rest assured*, covered equipment will be replaced within four (4) business hour to locations within a 100 mile radius to Simi Valley, CA. Clients outside this radius. will receive their replacement the next business day!

As you can see, the POM - Access plan can become an invaluable tool to your business in the event of any problems that may arise with your circuit or other CPE. Interested in purchasing the Peace of Mind - Access plan? Please contact your account manager to determine how Peace of Mind Access fits into your current network today!

## Peace of Mind - PBX Plan

Unlimited Changes on PBX Related Equipment

Our Peace of Mind PBX Plan offers comprehensive coverage for all devices related to your PBX. This plan allows for small to medium sized business owner to rest assured that all programming changes will be expedited and done so at no additional charge - regardless of the number of changes needed!

### Peace of Mind - PBX Benefits\*

- **Changes** - *Unlimited changes* to existing IP PBX, Phones and other PBX related devices.
- **Extensions** - *Unlimited changes* to such existing features as extension names, moving direct numbers to different devices, activating or disabling Attendant Console and more!
- **Call Groups** - *Unlimited changes* including adding and removing members, renaming groups and ring order, changes to Call Group Voicemail and more!
- **Intercom Groups** - *Unlimited* adding or removing of members.
- **Auto Attendant** - *Unlimited changes* to existing options, uploading new recordings, changing the scheduling of actions or the name.
- **ACD Queues**- *Unlimited changes* with adding and removing members, changing the ACD queue name and option changes such as time before calls go to voicemail or another queue.
- **Programming Changes** - *Unlimited changes* to equipment such as changing the display name or removing extensions from the phone.
- **Priority Order Routing**- *Prioritized* order routing ensures that your add, change or removal order will be expedited and completed within four (4) business hours of receipt. Submit requests, with all details via email to exclusive Peace of Mind email box: [order@itstelecom.com](mailto:order@itstelecom.com)
- **Emergency Replacement\*** - *Covered* equipment will be replaced within four (4) business hours to locations within a 100 mile radius of Simi Valley, California. Clients with locations outside of this radius will have replacement shipped to them by the next business day.



Our Peace of Mind PBX Plan provides assurance that, regardless of how quickly, or how often, your business changes, ITS will be right by your side to get your business running at its optimal level. Our Peace of Mind PBX plan covers your ITS supplied phones, ATA's and Gateway's with all of the aforementioned services at the fraction of the cost of calling in for each specific need.

Interested in having your network and PBX related equipment covered in case of a trouble, emergency or programming change necessity? Each plan was priced inexpensively so that everyone can afford something as valuable as peace of mind. Contact your account manager to determine how each of these plans fits into your business and put your mind at ease today!



Corporate Headquarters  
4100 Guardian St. Suite 110  
Simi Valley, CA 93063  
Phone 800-876-4ITS (4487)  
Fax 805-520-7030  
Email [info@itstelecom.com](mailto:info@itstelecom.com)  
Web. [itstelecom.com](http://itstelecom.com)

\* For complete program details and limitations, go to [www.itstelecom.com/pomterms](http://www.itstelecom.com/pomterms)

To learn more about ITS and all the solutions we offer, please visit [www.itstelecom.com](http://www.itstelecom.com) or call 1-800-876-4ITS (4487)