

Telephone System Protection Agreement

No Extra Charges

PBSI's Telephone System Protection Agreement includes all parts, labor, travel and loaner equipment, for services covered with this agreement.

On-site Services

PBSI maintains a professional staff of trained field engineers to provide service in your office. If your system is down, it will be given priority service.

PBSI Response Time Guarantee

PBSI *guarantees* that within four business hours of receiving a critical service call, we will be onsite. If your system is inoperable due to equipment failure for more than ten PBSI business hours, we will provide one month's free hardware protection for all components covered under your protection agreement.

Remote Diagnostic Service

When you suspect a problem, a PBSI field engineer can diagnose many situations over the phone. This frequently enables us to identify the problem *before* we dispatch a field engineer to your office.

Right Part First Visit

As a result of using remote diagnostics, a field engineer will normally arrive with the correct replacement part on the first visit or provide an adequate replacement until repairs can be made—a significant factor in avoiding downtime.

Guaranteed Spare Parts

PBSI maintains a spare parts inventory. This eliminates waiting overnight for parts shipments - avoiding unnecessary downtime.

Free Loaner Equipment

If a system component fails and we cannot repair it immediately, we will supply loaner equipment so you can continue with your normal operations. There is no charge for equipment loan, delivery, or pickup.

Free Telephone Hotline

Customers, who have purchased a PBSI protection agreement, receive access to our toll-free hot line at no charge for any covered hardware related issue.

Guaranteed Maximum Cost

As any investor can attest, there is value in the elimination of financial risk. A PBSI protection agreement eliminates risk.

PBSI Support Personnel

PBSI hires experienced, well-qualified hardware field engineers, then provides each with organized and comprehensive training. This results not only in competent service, but in a demonstrated track record of low turnover among personnel, an important factor in maintaining quality service for you.

Simplicity

Customers who have a PBSI protection agreement for their phone system receive the benefit of having one vendor, one phone number to call, for all their service needs (computer, voice, and data).

Results: The Bottom Line

With a PBSI protection agreement, you can depend on sure answers, quick response, and positive results.

PBSI Telecom Sales (800) 626-2306



PBSI—Positive Business Solutions, Inc.

11880 Kemper Springs Dr.

Cincinnati, OH 45240

(513)772-2255

(800)626-2306