



fact sheet:

customer premises equipment

Verizon Voice Maintenance

Protect Your Critical Voice Systems

Verizon Voice Maintenance solutions help your PBX systems and communications infrastructure remain reliable and run efficiently. With flexible maintenance plans to meet your needs, we help ensure the stability of your mission-critical voice communications.

Help Reduce Costly Downtime

Enterprises competing in today's global marketplace know that voice communication systems are a fundamental infrastructure—critical not just for success but for survival! If your system goes down, you can lose revenue, productivity, and, most importantly, you can lose your customers. And the longer you're down, the more you lose. That's why you choose to have a maintenance plan protection for your premises voice communication equipment (such as your PBX and voicemail system). And you deserve to be selective about your maintenance plan provider. You demand that your maintenance plan be provided by an experienced, stable vendor with a reputation for outstanding, reliable service. And you demand a vendor who will stay with you—both today AND tomorrow.

Experienced, Reliable, Stable: Verizon Has the Plan

Verizon is a Fortune 14 company with more than 80 years of industry experience. We have been meeting customers' needs for flexible voice systems maintenance plans for more than 20 years. Verizon currently supports more than 10,000 customer locations nationwide. Verizon has some of the most experienced voice equipment technicians who are committed to maintaining high customer satisfaction levels. For years, Verizon has delivered reliable and virtually uninterrupted service to thousands of customers. We have extensive experience keeping complex voice networks and equipment up and running.

The Verizon Difference

- Experience and technical expertise
- Extensive nationwide footprint
- 2,500+ field technicians—experienced, trained, Nortel- and NEC-certified
- 24-hour call centers
- Flexible plans
- PBX Data Backup every 90 days
- National Service Centers:
 - Certified voice engineers
 - Staffed 24x7, 365 days a year
 - Remote PBX monitoring and fault clearance
 - Second- and third-tier support

Coverage to Meet Your Needs

Verizon local technicians are prepared to assist you; you also have the option of adding onsite technicians. In addition, our state-of-the-art National Control Centers can remotely monitor the performance of your PBX, helping to prevent outages before they occur.*

features

- Nortel, NEC, and Alcatel PBX coverage
- Ancillary equipment coverage
- Moves, Adds, and Changes support
- Remote monitoring
- Coverage options

benefits

- Single point of accountability
- Help reduce risk
- Scalable
- Protection of voice equipment investment
- Resource redirection to core business

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Comprehensive Features

- PBX coverage (Nortel, NEC, Alcatel)
- Ancillary equipment (voicemail systems, etc.)
- 8 a.m. to 5 p.m., or 24x7 coverage, or customized hours
- Moves, Adds, Changes support
- Remote monitoring
- Local technicians
- Optional onsite technician

Choose Verizon to Maintain Your Enterprise Communications Systems

Verizon is committed to empowering enterprise customers to focus on core capabilities, so they can move forward into the future. Because of our extensive presence across the U.S., Verizon can help enterprise customers better manage the design, operation, and maintenance of their networks. We are dedicated to assisting you in managing your total cost of ownership, from purchase through implementation and maintenance. Unlike niche providers, we provide a wide range of managed solutions and equipment.

visit our website at

www.verizonbusiness.com

to learn more about
verizon business's
products suite

*A separate circuit is required.

