



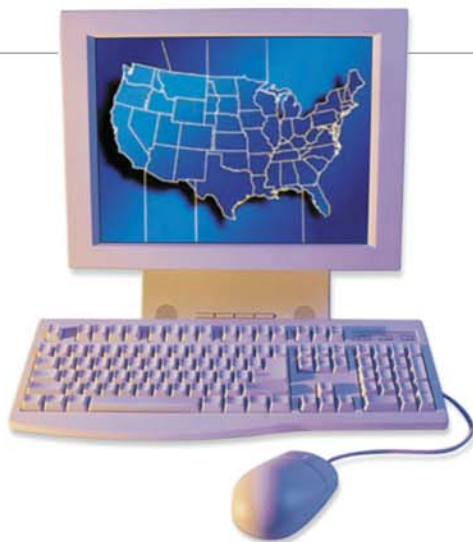
## IVR System Extended Life Maintenance

### Protect your Investment

**Customer Service Security.** IVR problems cause poor service levels and increased workloads for customer service agents. Avoid these complications and the associated expense with Acclaim Telecom Extended Life Maintenance. We offer maintenance programs that are more flexible and less expensive than those of IVR system manufacturers.

**Extend Equipment Life.** Just because a manufacturer discontinues your system doesn't mean it can't continue to work hard for you. Acclaim Telecom can provide extended support, adding years to your system's life and delaying additional capital expense. We also offer technology upgrade paths for your current system.

**Experience and Flexibility.** Acclaim Telecom supports a wide range of IVR systems and software operating systems, assuring you of total system coverage.



Choose the level of support that best fits your business needs:

- Standard 8 x 5 Hardware Maintenance Program
- Extended 8 x 5 Hardware Maintenance Program
- Assured 24 x 7 Hardware Maintenance Program

## Choose the Right Maintenance Program for You

Acclaim Telecom offers **three service levels** to meet your specific requirements for extended life maintenance:

### Standard 8 x 5 Hardware Maintenance Program

- Hardware troubleshooting and replacement services
- Monday – Friday, 8:30 a.m. to 5:30 p.m. (excludes holidays)
- Toll-free service line to service personnel
- Replacement parts
- Site visits by Acclaim Telecom service personnel, when required
- Emergency service outside standard hours is available (additional charge)

### Extended 8 x 5 Hardware Maintenance Program

- Includes all services under Standard 8 x 5, and
- Support for **severe or critical problems** reported during coverage hours will **continue until resolved**
- Service for problems not severe or critical is available outside of coverage hours (additional charge)

### Assured 24 x 7 Hardware Maintenance Program

- Includes all services under Extended 8 x 5, and
- 24 x 7 support, **including** holidays

**Preventative maintenance programs are available also!**

## Responsive ...Capable ...Responsible

Acclaim Telecom can tailor a custom maintenance program to fit your unique business needs.



ACCLAIM TELECOM SERVICES, INC.  
SPEECH SOLUTIONS

### Contact Us

Questions? Business Challenges?  
IVR Problems? We have answers.

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