

Copper State Communications is a provider of complete equipment service and support for many technology manufacturers. Our status as a single-source provider for all aspects of your technology equipment means that you can customize your service, and get the solutions you need to make your business efficient. You're better able to manage equipment maintenance costs while improving overall productivity.

Our goal is to eliminate your frustration and to get your systems back up and running as quickly as possible. Service Level Agreements (SLAs) define the delivery of services to you, and present a wide variety of benefits to your company.



## TWO-HOUR EMERGENCY RESPONSE

Our SLA includes a standard two-hour response time for emergency service calls. If a system is not under a Service Agreement, a per-incident (time and material) call will be placed. The response time for a per-incident call is best effort, but is prioritized with SLA-based customers.



## SAVE MONEY

A Service Agreement gives your company the ability to forecast the amount spent on manufacturer support and maintenance per year, will help you stay cost-effective, and eliminates the worry about unexpected repair costs.



## SAVE TIME

When a system is on a Service Agreement, we have full visibility of your services which saves your team and ours time. We will be able to dispatch a service technician in a timelier manner and will not waste your employees' time.



## SOFTWARE UPGRADES, PATCHING AND ADVANCED HARDWARE REPLACEMENT

Your Service Agreement entitles you to free patching, support for software issues, and a free software upgrade as long as your system is under agreement. Our agreement will eliminate rogue spending on service calls throughout its term, and timely repair for defective parts while we keep your network up and running.



## PREVENTATIVE MAINTENANCE

For all covered systems, a Service Agreement includes two Preventive Maintenance (PM) calls per year. A PM includes sending a technician out to your site in order fix any current issue and ensure your systems are running optimally.



## SIMPLE AMC'S

While on site for preventative maintenance, technicians are authorized to spend up to two hours twice a year to move phones, make name changes, and reset passwords.



## END-USER TRAINING

Ongoing end-user training is also included. If you need to have your staff trained or re-trained on how to use your systems, we perform the training for no additional charge.



## NETWORK PROVIDER PROBLEMS

We handle working with your voice and Internet providers to get services restored, and you will never see a bill.



## NO TROUBLE FOUND

When issues arise and our support team cannot duplicate the problem, we do not bill you for the time if you're under our Service Agreement.



## TECHNOLOGY BUSINESS REVIEW

Once a year, we review our service for you and your upcoming needs. We can identify potential time-saving products and services.

## FREQUENTLY ASKED QUESTIONS

### **WHY IS IT SO IMPORTANT TO HAVE AN ORIGINAL EQUIPMENT MANUFACTURER (OEM) SUPPORT AGREEMENT?**

OEM support agreements come with various entitlements that provide for quick fixes, and enables us to provide impeccable support. For example, an OEM agreement allows us access to the OEM's support team to bring you a speedy fix should an issue arise. If you have a bug, we can resolve it quickly with the manufacturer.

In some cases, the agreement gives you entitlement to upgrades, and next-day part replacement. The combination of the OEM support agreement with ours makes for a seamless support process.

### **WHAT WILL MY SERVICE AGREEMENT COVER?**

Parts, labor, travel to and from customer site (and preventative maintenance) for all your covered systems.

### **WHO WILL SERVICE MY SYSTEMS?**

We have highly-trained and factory-certified technicians who are experts at keeping your equipment in top working condition.

### **WHAT IS PREVENTATIVE MAINTENANCE (PM)?**

To ensure your systems reach their full life cycle, PM is essential. Over time, any system can have defective parts and become less functional with daily wear and tear. A PM visit from us will help to extend your system's life, decrease the amount of service calls, and reduce downtime.

### **HOW DO I PURCHASE A SERVICE AGREEMENT?**

Email: [cscsales@copper-state.com](mailto:cscsales@copper-state.com)  
 Phoenix, Tucson, and Flagstaff, Arizona

Call: 888.550.4484