

1982-2007



**ComDirect**  
The Business Telephone Company  
[www.ComDirectUSA.com](http://www.ComDirectUSA.com)

*Complete System Coverage*

## **ComDirect 2009 Partner Plan**

### *Professional, Responsive Service:*

- **PRIORITY SCHEDULING / DISPATCH**
  - *Routine repair and replacement services within 1 to 3 business days,*
  - *Emergency repair and replacement services within 4 hours or less, and*
  - *Moves, Adds and Changes (MACs) within 3 to 10 business days.*
- **24/7 TECHNICAL SUPPORT**

Supporting your System whenever the need arises -- *day or night.*
- **FACTORY-TRAINED TECHNICIANS**

Knowledgeable, friendly, certified Technicians
- **ADVANCED REPLACEMENT OF DEFECTIVE PARTS**

Guaranteed "Inventory On Hand," eliminating the need to wait days to replace a broken component.
- **FREE REMOTE CHANGES**

No more putting off Name Changes, Time Changes, Set Relocations...
- **SINGLE POINT OF CONTACT**

No more "finger pointing". We take TOTAL Responsibility  
– *local dialtone, long distance, equipment until the problem is resolved.*
- **NO CHARGE FOR "NO TROUBLE FOUND" (Phone Co. Problems)**

No more charges for service calls caused as a result of the local telephone company or long distance provider's failure to address, or resolve, outstanding service issues

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### *Invaluable, Ongoing Customer Support:*

- **CUSTOMER SUPPORT DESK**  
A quick way to address your concerns – *via phone, or e-mail*
- **FREE CUSTOMER TRAINING**  
Ongoing End User/Administrator Training to maximize your investment
- **FREE COMDIRECT USER GUIDES**  
Helpful, easy to follow User Guides
- **FREE CUSTOMIZED BUTTON IDENTIFICATION SHEETS (“Desis”)**  
No more outdated telephone labels!
- **FREE HANDSET AND LINE CORD REPLACEMENT**  
And, no more broken, twisted cords.

### *Added Value / Long Term Support (Disaster Recovery):*

- **FREE ANNUAL CUSTOMIZED MESSAGE-ON-HOLD PRODUCTION**  
Promote your business 24/7 with a professional on hold production.
- **FREE ANNUAL PREVENTATIVE MAINTENANCE INSPECTION**  
Regularly scheduled tune-ups to minimize System down time
- **FREE OFF SITE SYSTEM PROGRAM BACK-UPS**  
Minimizing disruption in the event of a System memory loss
- **FREE BATTERY BACK-UP REPLACEMENT**  
Assuring that your Back-Up System is working during power outages
- **INTERNAL WIRING GUARANTEE**  
Repair, or replacement of all ComDirect-provided Voice and Data Wiring

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*And, Ongoing Savings:*

- **FREE Annual Telephone Bill Auditing and Analysis**  
Saving you and your Company's hard earned dollars
- **25% SAVINGS on all Moves, Adds and Changes (MACs)**  
Save an additional 25% as your business grows and changes
- **25% SAVINGS on all Communication System Upgrades**  
And, save an additional 25% on the latest technology