



We CARE what our Customers think of us!

STOP

PLEASE consider your Maintenance Options BEFORE you have a MAJOR OUTAGE!

The Telephone System is typically the un-sung HERO of any business. It quietly performs its duties day in and day out.

Almost forgotten, until: *THE DAY IT STOPS WORKING!!*

When systems fail, we get calls that sound like this:

"We can't live without telephone service!"

"What will my customers think?"

"I need someone here Right Now!"

"What do you mean you don't have the part; my system is only 15 years old!"

Toll-free: (888) 516-7395 • phone: (763) 566-7701 • fax: (763) 549-1339
7082 Brooklyn Boulevard Minneapolis, MN. 55429
www.lccommunications.com

Occasionally we get EMOTIONAL calls from customers stating their communications system has failed. Some of these failures can be prevented. Please take the time to consider the following pro-active steps that you can take to help your system provide the quality of service you deserve.

Consider a Maintenance Contract.

Maintenance contracts may not be for everyone, but it is the only way you can guarantee response and parts availability. We see more customers with Maintenance Contracts on their Copiers than their Telephone Systems. Can you live without telephones for 8, 16 or 24 hours?

Our goal in providing this information is to become more pro-active with our customers in maintaining reliable, stable service. We hate to hear the words, "**I sure wish you would have told me that before**".

Is this just another Marketing Approach for LC Communications to generate more revenue?

We sure don't think so, and hopefully you won't either. Today, LC Communications is stronger than ever. We have a large base of customers with products that are maturing. These products will last for years to come if maintained properly. Also, we want you to know your options before you call us with a system failure. That will take the **emotion** out of the call, and we like that!

Here are a few of the things that can help you manage your Communications Systems. Typically these items will represent a fraction of the cost needed to maintain the normal data network and are certainly just as important to most businesses:

- **Battery Backup.** Does your system have battery backup? If so, does it work? This is the single most pro-active item you can add to any Communications System. There are many issues to consider when buying a battery backup system such as: reserve times, quality of the backup system (some inexpensive models can actually create problems for you), and expandability.
- **Backups.** Is your telephone system or voicemail database backed up? If so, can you remember where the backups are? Are they in a safe, clean place? Do they work? How old are they? If you don't have answers to these questions, it can take hours to manually rebuild and test a database, **which will be time consuming and expensive.**
- **Software.** Is your system operating with current manufactures software? Does it need to be upgraded? Old software can create several headaches when it comes time for service work.
- **Hardware.** Does the manufacturer still produce your system hardware or telephones? In today's fast paced world, technology changes rapidly. Make sure you can still get parts when you need them.
- **Upgrades.** What upgrades are available for your systems? There may be hardware or software enhancements available to improve reliability, user performance and speed.
- **Spare Parts.** If a Maintenance Contract isn't the option for you, you may want to consider purchasing a spare parts kit. Don't assume parts are readily available for your system, especially if it is over 5 years old.