



Authorized Nortel Networks Advantage Reseller

You'll love Prime Telecommunications, Inc. expertise and unsurpassed customer satisfaction.

Company Profile

Prime Telecommunications, Inc has been servicing the telecommunications needs of businesses for over a decade. Specializing in the Nortel product line, Prime Telecommunications, Inc. has been the name customers have turned to for superior customer service and up-to date technical expertise for their telecommunications applications.

Prime Telecommunications, Inc. is an Authorized Advantage Reseller of Nortel Networks products. Headquartered in Skokie, Illinois, Prime Telecommunications Inc., services customers on a national scale throughout the continental United States.

Prime Telecommunications, Inc. services the full-spectrum of Nortel SMB products from the legacy Meridian Norstar Modular 824, to the latest Nortel CICS, MICS and BCM. You can also benefit from our support for all of your adjuncts, including Nortel Call Pilot and Star Talk. Prime Telecommunications, Inc. expertise extends to providing expert consulting on upgrades, networking, call center applications, VoIP, wireless and numerous other aspects of your communications systems.

COMPLETE SERVICE COMPANY

Prime Telecommunications, Inc. provides a complete portfolio of services to support our customers, ranging from simple technical labor to comprehensive ongoing management of your telecommunications infrastructure.

Technical Expertise

Nortel Norstar
Nortel Business Communications Manager
Nortel BCM 50

Mission Statement

Prime Telecommunications, Inc. prides itself on delivering comprehensive communications solutions to all customers. We will build partnerships and ensure the best interests of our customers. We strive to offer the scalability, expertise, and security of a large company, but will always maintain the superior customer service, and human contact of a small company.

References

Government and Enterprise Clients:

Department of Homeland Security-Customs and Border Patrol

Lettuce Entertain You Enterprises

Not for Profit

Institute of Food Technologists

Catholic Charities

Leyden Family Services

Distribution

Uptime Auto Parts

DesignPac

Alliance Pharmacy

Healthcare

Certified Health Services

AH Employee Health

WaterTower Surgi Center

Additional Services

System Design and Engineering

Project Management

Remote Software Moves, Adds and Changes

Call Center Design and Implementation

Administration Training

System and Applications User Training

Premise Wiring

NETWORK DESIGN

Prime Telecommunications, Inc. has years of experience in circuit design. We consult with carriers and provide recommendations on local, long distance and VOIP services.

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www.primetelecommunications.com



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By choosing to source your support requirements from Prime Telecommunications, you will free up more resources for core, customer facing activities. We will help you remove the burden associated with the day-to-day operation of an efficient, cost effective network.

SUPPORT PLANS:

Support plan customers benefit greatly from priority service.

WEB-BASED HELP:

Our support plan customers have access to the service section of our web site, allowing access to troubleshooting guides, FAQ's, and downloadable user and administrative documentation.

REMOTE MAINTENANCE:

Prime Telecommunications, Inc. provides remote programming and maintenance capabilities.

Maintenance Service Levels- What You Should Know

Full support for all software levels/revisions
– No Need To Upgrade Unnecessarily
Four hour guaranteed response time starting when Network Management System reports an alarm or when a customer opens a case of trouble.

Technicians Nortel certified.

Scheduled Preventive Maintenance

On-site UPS and surge suppression equipment and maintained on a scheduled basis.

T1/PRI/Local Service Emergency Support

Maintenance HOT-LINE

– Service Plan customers have direct dial access to an experienced, Nortel-certified Prime Telecommunications, Inc. technician 8:00 am to 5:00 pm, Monday through Friday, excluding posted Prime Telecommunications, Inc. holidays.

Off-site Backups

Prime Telecommunications, Inc. will back up all phone system and voicemail programming for instant recovery in disaster situations.

On-site Service – If trouble cannot be resolved remotely, a Prime Telecommunications, Inc. technician will be dispatched for on-site repair.

Priority Response – As a Service Plan subscriber, you will receive the highest priority response for ALL calls --including standard service calls.

Remote Diagnostics – In conjunction with remote monitoring, Prime Telecommunications, Inc.'s programmers use remote diagnostics in trouble identification and resolution. When technicians do need to be dispatched, they arrive on site with the right technical skills and necessary parts to fix it fast and right the first time.

Complete parts and labor warranty
Yes, it's covered!

T1/PRI/Local Service Emergency Support

Prime Telecommunications will open and monitor and escalate all trouble tickets with dial tone providers until resolution of service interruption.

Prime Telecommunications, Inc.'s Maintenance Plan provides our Nortel customers with a full suite of services, including:

- 24/7/365 real-time alarm monitoring
- Custom alarm notification
- 24/7 access to technical support at no charge
- A dedicated Account Manager
- Complete system audit and
- 20-50% savings, compared to OEM maintenance
- Customized system documentation for all of your sites
- Annual on-site preventive maintenance
- Telco troubleshooting
- On-site technical training
- Support of legacy systems with no "end of life"
- Remote Moves/Adds/Changes