

>> **Maintenance & Service Contracts**

Ronco Maintenance & Service Contracts

Under the scope of our maintenance and service contracts, **Ronco Communications & Electronics, Inc.** fields and addresses Telco/Carrier related service issues, as well as network service issues. Each report is entered into our computerized dispatch system, which enables us to track resolution dates and to create a ticket for follow-up.

Retaining a maintenance and service contract with Ronco includes performing preventive and routine maintenance, as well as remote and on-site diagnostics support for our customers.

In addition, Ronco has developed a twenty-four hour Remote Monitoring System, *RoncoWatch*, which dials into our centrally located Remote Service Center. This enhanced level of service is provided 24 hours a day, 7 days a week to include weekends and holidays.

Ronco provides this extended service plan, locally manned, which enables us to constantly review your overall Meridian 1 system functions and address many problems before you are aware a potential problem exists. A follow-up ticket is also generated to provide an on-site service call to review and address tickets produced by our Remote Monitor System. This enhanced service plan allows us to provide our customers with superior service and system reliability as well as excellent response time.

Ronco C & E, Inc. maintains approximately \$1 million in inventory in our two local warehouses, located in Tonawanda. Our expansive parts depot enables us to also retain complete systems to address many major outages, which could potentially occur requiring full system replacements for our customers.

As one of only a select few factory authorized Tier-2 distributors for Nortel Networks, Ronco has access to multiple levels of management within Nortel to escalate any Nortel hardware or software service related issues through our high-level distribution channels.

Ronco understands businesses require exceptional maintenance, service and support of their communication systems to serve their customers efficiently.

Due to the critical nature of customer communication systems and response time required, our maintenance and service contracts provide guaranteed response times, with a one (1) hour response time to requests for emergency service, 2 hours on-site, and a 24 hour response to standard, non-critical calls. Emergency service calls include any major outage or degradation of service, telephones, network services, or areas requiring communications to support critical functions.



Supporting Services

- Technology Fabrication Lab
- Project Management
- System Design & Training
- Installation & Service
- Presentation & Training Center
- Premise Cable Infrastructure
- Technical Assistance Center
- Remote Alarm Monitoring

Service is our top priority.

This means working as a team to ensure product solutions are correctly designed, installed and maintained by certified, manufacturer-authorized Ronco representatives.

**Redefining
the way
YOU communicate**

>> **Maintenance & Service Contracts**

All requests for service are entered into our computerized dispatch system, which enables us to monitor response time, review parts required to maintain inventory levels, review and track problems within a system, and retain history files. Our customer service call centers are managed and distributed locally allowing an intimate relationship between you and your service provider. Each local call center is re-enforced by our main dispatch and technical assistance center located at our Corporate Headquarters, 595 Sheridan Drive, Tonawanda.

Our Service Department is structured in zones, with the same certified technician responding to requests for service from our customers in the most timely manner. All zone service technicians arrive on-site in a fully stocked service vehicle with components to address most equipment-related service calls quickly and efficiently.

Through our multi-level service team, any service related issues, which have not been resolved through our normal dispatch procedures by the dedicated zone technician, are referred to the zone supervisor. If the zone supervisor is unable to resolve the service problem, they are escalated to our service and operations managers and remote service center manager.

Our customers are assured escalation procedures will be enacted swiftly and efficiently. Ronco is a locally managed organization with a reporting structure that enables all levels of management, up to and including the President and CEO, to escalate and address service-related issues to the level deemed necessary, for quick, full resolution.

Products we can cover under Ronco Maintenance:

- IP Telephony Systems
- Wireless IP Telephony
- IP Telephony Applications
- IP Contact Center Applications
- IP Interactive Voice Response
- Unified Messaging Applications
- Switching & Routing Hardware
- WLAN Devices
- Traditional PBX Systems
- Key/ Hybrid Systems
- Voice Mail Systems
- Interactive Voice Response
- Traditional Call Center Applications
- Traditional Telephony Applications
- VPN & Security Devices
- Network Management Applications

For more information, contact info@ronco.net



Supporting Services

- Technology Fabrication Lab
- Project Management
- System Design & Training
- Installation & Service
- Presentation & Training Center
- Premise Cable Infrastructure
- Technical Assistance Center
- Remote Alarm Monitoring

Service is our top priority.

This means working as a team to ensure product solutions are correctly designed, installed and maintained by certified, manufacturer-authorized Ronco representatives.

**Redefining
the way
YOU communicate**