

What about technical and system support?

While our standard service contracts provide all the basics, at Cardinal we offer our customers an incredible support option that is second to none. Our **Total Care Package (TCP)** is an exclusive package offering extensive service and support for your fully integrated ONE CONNECTION system.

Our **help desk** can answer any troubleshooting questions quickly and easily—and help you avoid unnecessary downtime. Plus, if you ever experience a minor or major failure of your system, we provide **rapid** service response, including all costs of parts and labour.

TCP also offers incredible extras, including **ongoing training** complete with training **documentation**, system upgrades and backups, to name only a few.

Investing in our Total Care Package ensures you'll get the most out of your ONE CONNECTION solution with **minimal system interruptions**.



ONE CONNECTION
ONE TOTAL CARE PACKAGE!

Get connected and stay connected with Cardinal's Total Care Package.

Impressive Extras

At Cardinal we strive to continually maximize the value of your ONE CONNECTION solution. Our TCP extras will help **enhance** the effectiveness of your fully integrated communications system.

- with TCP, not only do you have access to initial training sessions, we offer **ongoing post implementation** training for new employees or key personnel on how to use the system properly and effectively. In addition, all TCP training and documentation is **free** of charge.
- when you want to upgrade or change your system, all administrative or labour changes are **complimentary**.
- if you do experience any system problems, Cardinal will provide **free** remote diagnostics, typically within one business day.
- TCP customers need not worry about unnecessary downtime. We provide a complete system software backup of your telephone system. This system backup will also restore telephone programming, including system speed dial lists and user programs.
- Total Care Package customers receive exclusive "**front of the line**" priority access to our customer care team. This free service provides telephone programming and system information for your ONE CONNECTION system.
- Finally, don't let the cost of parts and labour concern you—all are included in our Total Care Package. For optimum performance of your system, as well as your peace of mind, Cardinal maintains a complete set of spare components for immediate access by our factory-trained technicians.

Impressed? Now put us to the test!



ONE CONNECTION
ONE TCP!