



TELECOM TECH SERVICES

A black and white photograph of a large, ornate Gothic-style government building with a prominent clock tower. The building is set against a dark sky. A semi-transparent white rounded rectangle is overlaid on the center of the image, containing the word 'GOVERNMENT' in red.

GOVERNMENT

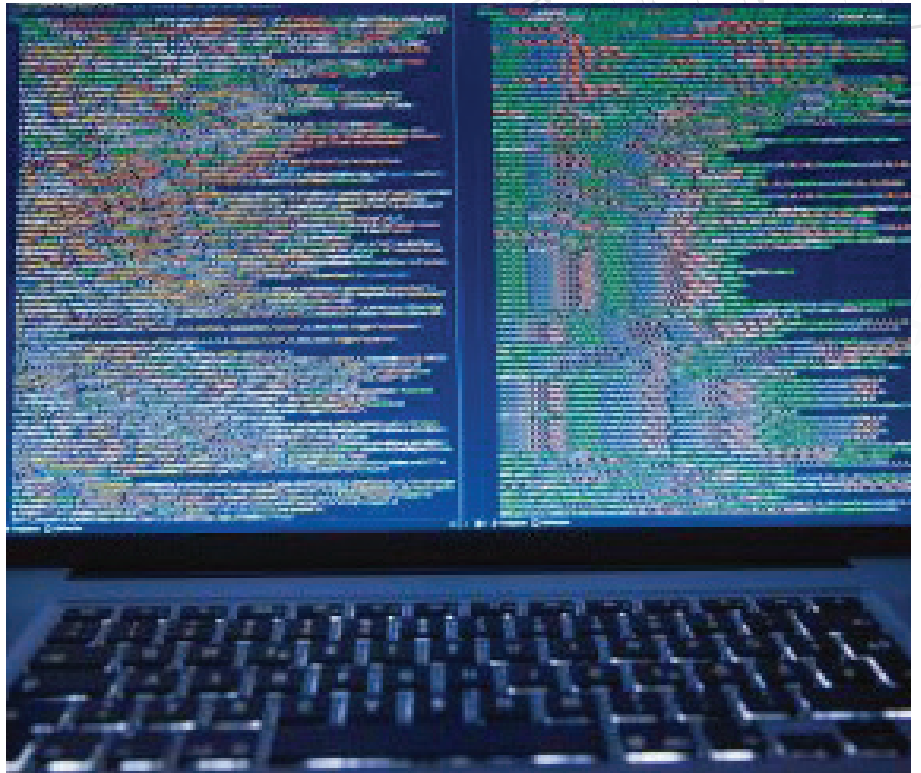
TELECOM TECH SERVICES



ONSITE

Our on-site tech service includes either a short- or long-term contract between Guytel and a department, where a technician employed and trained by Guytel is allocated exclusively to a department. The service may include telecom troubleshooting, e-waste management, or a regular service call.

On-site service calls for:
Troubleshooting or repair
Special projects with time requirements
Set-up & programming of equipment
Emergency equipment
Installation & delivery of purchased equipment
Looking for more information ?
ASK US !



REMOTE PROGRAMMING

Different versions of the Norstar Manager and Norstar Remote Utilities software use a PC to perform much of the programming required for new installations, adds, moves, changes and maintenance support on Norstar systems. For example, the following system changes can be completed from a remote site.

- Change the features programmed on the buttons of individual telephone sets
- Update the system speed dial list
- Backup system data
- Restore system programming from a backup
- Add, remove or change telephone DNS
- Add, remove or change line and ringing assignments on sets

MAINTENANCE CONTRACT



Even the best telephone system can experience technical problems. That's why we recommend setting up a maintenance plan that minimizes potential disruption to your business and provides coverage for parts and labour at a much-reduced rate. Our coverage plans are flexible and can be adapted to meet your needs.

Maintenance plans may include:

4 hours or less guaranteed response time for major system failure

Discounted hourly rates

Remote diagnostics (audits)