














CareFree Phone & Voicemail Support

-  **On-Site Replacement Parts**
Spare parts help to expedite diagnosis and minimize downtime.
-  **Backup Battery & Surge Suppression**
Prevents hardware and programming issues as well as downtime.
-  **Preventative Maintenance & Cleaning**
Prevents downtime.
-  **Guaranteed On-Site Response**
Four hour or less response time.
-  **Unlimited Carrier Support**
Make one call to resolve carrier issues.
-  **All Hardware Covered**
All hardware is covered indefinitely. No forced upgrades.
-  **System & Service Audit**
Audit of your voice, data and mobile spending to secure the best value.
-  **Certified Technicians Dispatched On-Site**
Manufacturer certified, experienced technicians.
-  **24/7/365 Remote Monitoring & Software Support**
Improves issue identification and response time.
-  **Live Certified Help Desk**
Calls are always answered by a service representative.
-  **National Dispatch & Service**
Serving organizations around the country.
-  **Dedicated Account Manager**
Consultants that understand your business.
-  **Off-site System Backup**
Minimizes business interruption.

FRAMEWORK HAS SERVED OUR COMPANY WELL FROM DAY ONE. The transition from our old carrier to Framework - seamless. Response time to inquiries and/or trouble tickets have been outstanding. The entire team is top notch. Framework not only does what they say they will do, they go above and beyond. Phone service issues are no longer an issue. Framework takes care of any problems so I can do my work. *Karen Calkins, VP of Reliable Metal Stamping*

SERVICE COMPARISON	FRAMEWORK COMMUNICATIONS	CORPORATE COMPETITOR
Unlimited Catastrophe Prevention		
On-site Replacement Parts	●	
Backup Battery System	●	
On-Site Surge Suppression	●	
Scheduled Maintenance/Cleaning	●	
Offsite Data Backup	●	
Unlimited Hardware Maintenance		
All Hardware Covered	●	
On-Site System Audit & Hardware Logged	●	
Certified Technicians Dispatched On-Site	●	
Unlimited Help Desk Support		
24/7 Remote Monitoring & Software Support Available	●	●
Live Certified Help Desk	●	●
National Dispatch & Consistent Service	●	●
Dedicated Account Manager	●	
Unlimited Carrier Support		
T1/PRI/Local Service Emergency Support	●	
Manage Carrier Issue Outages	●	
Free Carrier Audit Savings Analysis	●	
Updates on Ticket Status	●	