

# Local Service

*The Best Local Service and Support,  
Without the Traditionally High Prices!*

## The Best Service

### What do you Charge for Service Calls?

Unlike most other providers that may charge \$100 or even \$200 per hour for a service call, *we have never charged anyone for a service call or for maintenance.*

### How can you do that?

It's not that we don't provide great service, or that nothing ever goes wrong. Rather, we have some *distinct advantages*:

#### No Hardware to Break

Unlike other phone systems, there's no expensive hardware in your back room to break. Only the phones and adapters are at your location, and they very seldom have problems. Even if they do, we can correct the problem from our office, or in the worst case we have plenty of replacements on hand.

#### The Servers are at our Location

Our servers, and several backups, are in our data center right here in Bend. We do all the maintenance and service at no additional cost to you.

### What if Something Does Break?

Things do break, but when they do we are ready. Each server is constantly monitored and has at least two backups on-line and ready to go. We have seen disk failures in the past, but our customers never saw any interruption in service because they were switched to a backup while we replaced the disk.

### But What if my Internet Connection Fails?

Normally we install a second, dedicated connection for phone service, and supplement it with a fail-over router. So if something should happen, your phone service will automatically be switched to your original Internet connection. Even if you were completely without Internet access, your voice-mail will still work and we can quickly re-route your calls to your cell phone or another number.

### Phone Essence offers:

- Far more features
- Lower operating costs
- Small initial investment
- Future proof design

## We Are Local

### We are Here to Hold your Hand

Even though we have spent a good deal of time preparing the best possible manuals (and made them easily available on-line 24/7), we are available to personally answer any questions or concerns you may have.

### Sometimes Hands-On is Important

Fortunately, circumstances where a "hands-on" approach is required to diagnose and solve a problem are rare, but if it should happen you can rest assured that we are here and have the experience to solve the problem.

### Local Monitoring

Because we provide the local connection for your phone calls, we can carefully monitor that connection along with the status of each phone. If there ever is a problem we will likely know about it before you do.

### Over 14 Years in Bend

Our parent company - Coinet - has been providing Internet services in Central Oregon for over fourteen years. This is important because we've learned how to make high-speed connections work reliably. We've helped thousands of customers with their Internet and computer problems, and we know what it takes to keep things running.

## The Phone Essence Advantage

The telecommunications industry is full of providers trying to differentiate themselves by claiming better value, service or solutions. But they are all actually selling the same product; expensive and inflexible hardware using yesterday's circuit based technology.

Phone Essence Business Phone Systems are truly different. We offer far more features for a lower price because our systems use computers, Internet technology and are 100% packet based. We bring the essence of the Internet Revolution to voice communications.



541-389-1299 25 NW Minnesota Bend OR