

## CoPBX Business Phone Services Customer Satisfaction Guarantee

*Thank you for choosing CoPBX Business Phone Services as your converged communications provider. We are pleased that our technology offers you far more features and capabilities at a better price. However, we realize that reliability is without compromise. We have spared no effort to ensure that your communications function without problems. That is why we provide our customers with the best satisfaction guarantee in the industry.*

### **Service**

*We are committed to providing you with the best service possible. We know that our success depends on your satisfaction and we'll do everything in our power to make sure that you have no problems. If you ever do have a problem we guarantee that it will be resolved swiftly.*

### **Price**

*With more features and capabilities at better price you will enjoy an advantage over your competitors. We are so confident in our better price/performance ratio that we do not sign customers to long term contracts. If you feel you can find a better value for your money elsewhere, you are free to take advantage of it.*

### **Repair**

*Managed correctly, the telecommunications business is 98% problem prevention and 2% problem recovery. We proactively identify potential problems and plan for their graceful resolution ahead of time. All of our network connections and devices are monitored 24/7, but if you should notice a problem before we do just call 585-2140 option 5 and it will be quickly attended to.*

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*Customer Service Manager*

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*Systems Integrator*



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