



Standard Tele-Management Services

● **Operational Survey and System Specification**

- > Review Client's Business Requirements; Determine Traffic Level and Planned Telecommunications Requirements
- > Design Cable, Line and Hardware Configuration to Ensure Adequate Grade of Service
- > Evaluate and Recommend Alternative Strategies for Achieving Higher Service Levels or Reducing Recurring Expenses

● **Equipment Inventory and Audit**

- > Technical Survey for Identification of Lines and Valuation of Old Equipment
- > Comparison of Billing to Circuits Actually Connected and In Service (optional)
- > Negotiation with Local and Long-Distance Carriers to Refund Overcharges (optional)

● **System Configuration and Contract Negotiation**

- > Customize System, including all Hardware and Software and Public & Private Network Requirements, to Needs of Client
- > Submit Proposal including Planning of All Technical and Financial Considerations for Installation and Support
- > Contract: Work with Client toward Most Suitable and Equitable Terms, for Retaining CNC Teledata for Installation and Support

● **System Implementation**

- > Prepare Plans, for Server Room Specifications, for CNC Teledata's Wiring of Voice, Data, and Video Equipment, and for Programming Database of Telephone System
- > Coordinate with System Manufacturer, Telephone Companies, Architect, Contractors, Client Personnel, other Vendors and Consultants, toward Smooth Transition
- > Coordinate and/or Originate Concurrent Local Carrier Orders for Changes in Service

● **Ongoing Systems Management**

- > Maintain Equipment under Full Warranty and Provide Local Tech Support as Needed
- > Offer New Technology for Changing Needs