

service overview

Your business increasingly depends on communications and IT systems to enhance competitiveness, boost productivity and improve customer service. At the same time, maintenance of technology-based solutions are becoming more complex. TELUS maintenance solutions can address your business needs for peak performance from your converged and data communications equipment. While you keep your focus on strategic operational growth and efficiency, our certified technicians can diagnose and resolve service disruptions accurately, quickly, and often remotely, for immediate results. Extend the lifespan and increase the performance of your network devices with TELUS Data Maintenance solutions. Our solutions address the need for peak performance from your data equipment, this will maximize your capital investment and let you focus on running your business.

one call for response

When you place a trouble report you only have to call once. No matter if the problem is software or hardware or requires remote or on-site repair, we can resolve your report using our proven procedures:

- Accurate trouble log
- Remote analysis to determine the cause
- Initiate remote repair where feasible
- Dispatch a technician to the site as required to complete the task
- Provide status report and follow up to ensure your satisfaction

choose the right plan

TELUS offers many flexible packages to meet the needs of your business. Features include:

- Trouble calls answered 24x7 by TELUS Repair Service Bureau
- Plans that specify fixed monthly fees and help reduce surprise maintenance expenses
- Access to manufacturer-provided software updates as requested
- Maintenance plans available across Canada, wherever your business is located

Next Day Repair (Advanced Part Replacement)

- Advanced Part replacement are delivered to customer site from 8:00 am – 5:00 pm weekdays, excluding holidays
- Limitations for oversized or heavy equipment.
- Remote locations additional time for delivery may be required (non-urban locations)
- Next day part hardware replacement for all parts, labor and material

Business (8x5x4)

- Coverage period: 8:00 am – 5:00 pm Monday – Friday, excluding holidays
- 4 Hour response time (urban areas)
- Same business day hardware replacement for all part, labor and materials

Around-the-clock

- Coverage period: 24 hour per day, 7 days per week, including statutory holidays
- 4 hour response time (urban areas)
- Same business day hardware replacement for all parts, labor and material

Around-the-clock accelerated

- Coverage period: 24 hour per day, 7 days per week, including statutory holidays
- 2 hour response time (urban areas)
- Same business day hardware replacement for all parts, labor and material

customized support plan

For maximum flexibility, TELUS can customize a support plan to meet your specific business needs with terms and conditions that are not covered in our standard package. Whether you need enhanced response times, additional remote diagnostics or on-site spare equipment agreements, we can design a plan for you.

Extend the lifespan and increase the performance of your network devices. TELUS Data Maintenance solutions address the need for peak performance from your data equipment. Our expert technicians respond promptly to reduce the time required for repairs. Less downtime and more efficiency will allow you to maximize your equipment investment. TELUS keeps your equipment running smoothly, so you can focus on running the business.



Pro-Active Maintenance

TELUS provides a range of standard and optional services. The table below shows the standard items included with Pro-Active Maintenance, together with the optional services.

FEATURES	STANDARD	OPTIONAL
SYSTEM MAINTENANCE		
Mon – Fri 8.00 am to 5.00 pm	■	
24 x 7		■
Fault management including remote system access, sending engineers to site, liaison with third party maintainers and/or client contacts	■	
DAILY SYSTEM PERFORMANCE CHECKS AND MONITORING		
System Checks, Error tables	■	
Security Checks		■
MONTHLY REPORTING		
Service Report, Fault review, Error Logs	■	
Recommended Action Items		■
Security Checks (third party access / password integrity)		■
Traffic Stats		■
Capacity forecasting & Upgrade Advisory Service		■
User Reports		■
SYSTEM CONFIGURATION MANAGEMENT (PORTS, HOLIDAY TABLES, ETC.)		■
SYSTEM BACK-UP FOR DISASTER RECOVERY		■
SYSTEM MANAGER SUPPORT AND FAULT REPORTING	■	
USER SUPPORT AND PROBLEM MANAGEMENT		■
MOVES, ADDS & CHANGES		■
ELECTRONIC MAC REQUESTS AND NOTIFICATION		■

CONNECT WITH US TODAY

Talk to us about how TELUS maintenance solutions can be a competitive edge for your business. Contact your TELUS Account Executive or call 1-866-GO-TELUS

telus.com