

The AltiCare logo features a stylized orange mountain peak above the word "AltiCare" in a blue, sans-serif font.

Get more Altitude with AltiCare – our partner program

Service with a better Altitude!

At Altitude, we provide more than communication systems. We offer plans to protect your investment and ensure that both your hardware and software are always up to date. We call it **AltiCare**, our 3-tiered program that takes care of your communication system while you take care of business.

We'll keep your communication system in top shape

Through AltiCare, Altitude's partner program, your communication systems are always running and completely up to date. To keep your company as current as possible we routinely upgrade your software. This helps to increase your efficient use of the equipment giving you a competitive advantage in your industry and making it easier to increase your profits.

Our programs stop unpredictability in its tracks

The unforeseen system failure, or the loss of an important application, can leave your business stagnated with unplanned charges causing a crunch on your cash flow. By choosing the AltiCare partner program, you will have predictable support costs that will make it easier to develop your communications budget for maintenance and future upgrades.



AltiCare



#520, 2710 17th Avenue SE Calgary AB T2A 0P6
Tel: (403) 538 5555
www.altitudecommunications.ca
info@altitudecommunications.ca

Choose the program that best fits your business.

	Basic Assurance	Software Assurance	Altitude Assurance
Manufacturer Tech Support	Standard Rates	Included	Included
Software Upgrades, All Major Revisions	Standard Rates	Included	Included
Complete Onsite Database Back Up and Archive	Standard Rates	Monthly	Daily
Remote Technical Support	Standard Rates	15 min Increments	Unlimited
Onsite Technical Support	Standard Rates	Standard Rates	Unlimited
Moves, Adds & Changes (MAC)	Standard Rates	Standard Rates	Unlimited
Diagnosing and Solving Telco Issues	Standard Rates	Standard Rates	Unlimited
Annual Telco Audit & Assessment	None	Included	Included
Handset and Line Cords at No Extra Cost	Standard Rates	Standard Rates	Included
Additional Hardware (eg. Adding sets or cabling)	Standard Rates	Standard Rates	10% off List
Post Installation Training (1:1 and 1: Many)	Standard Rates	Standard Rates	Included
Response Time for Non-Emergency	Standard	Standard	Expedited
Response Time for Emergency	Rush	Rush	Priority Rush
Emergency Response (M-F 8:00 till 4:00)	4 Hrs, Standard Rates Apply	2 Hrs, Standard Rates Apply	2 Hrs, No Charge
Emergency Response (After hours)	6 Hrs, Premium Rates Apply	6 Hrs, Standard Rates Apply	4 Hrs, No Charge
Guaranteed Next Day Core System Parts Available	None	Included	Included
System Move to New Location	Standard Rates	Standard Rates	Included
Event Monitoring	None	None	Included

Must have Uninterruptible Power Supply (UPS)

Altitude Communications must have remote access to the network

1, 3 or 5 year commitment & renewable contracts

Would you like to learn more about AltiCare?

Give us a call at 403-538-5555 or email us at info@altitudecommunications.ca



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