

Comprehensive PhonePro Support

MercuryTel Business PhonePro Support includes:

- Unlimited support, including on-site service at no extra charge.
- Unlimited training on how to use the phones, web site and software.
- Unlimited changes to menus, ring groups, queues and users.
- Changes are made remotely; there's no waiting for someone to come on-site.
- Our network, routers and switches are monitored so PhonePros can address problems before you even notice them.

Service Level Guarantee

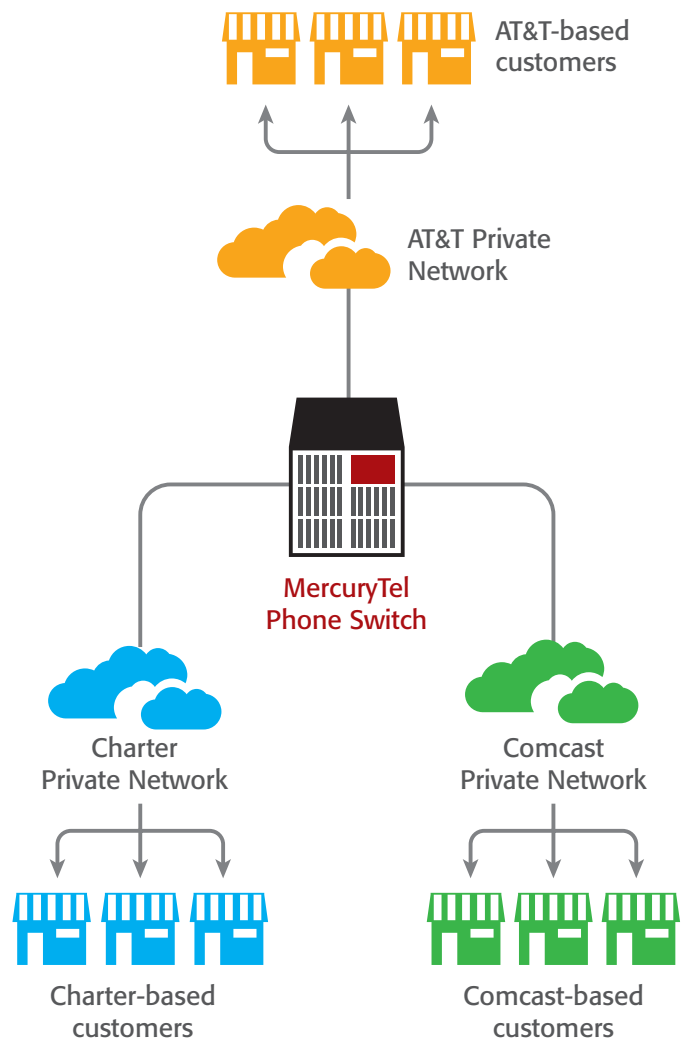
- We're happy when you're happy. If ever you have a problem with your MercuryTel Business Phone Service or equipment, tell us and we'll fix it.
- We promise to prioritize support requests in sensible ways. Business-affecting service calls get top priority.
- When you e-mail us, we promise to get back to you quickly and always within 5 business hours, 8 AM to 5 PM Monday - Friday.
- If you experience call quality problems, we'll take the lead in fixing it.
 - Most call quality issues can be resolved remotely by making bandwidth management changes in our router. The exception to this is when the trouble is found to be with your Internet connection.
 - If we determine the cause is with your Internet connection, you may conference us in on a call with your Internet provider and we will describe the problem so they can resolve it.
 - If your Internet provider cannot resolve the problem, we can work around the problem by providing our own connection at a cost not to exceed \$55 a month.
- We promise 100% MercuryTel phone switch availability.

Clear Calls Guarantee

With Voice over IP (VoIP), controlling bandwidth, latency and packet loss are critical to ensuring clear calls. By deploying service over private network connections and using our own managed Cisco® switches, routers and phones, we are able to take full responsibility for your MercuryTel Business Phone Service and guarantee clear calls.

Eliminating the Internet with Private Network Connections

Think about how much longer it would take to drive from Grand Rapids to Detroit if you drove to California on your way. The same applies to Internet and VoIP traffic, and we make sure that doesn't happen. Mercury connects to Michigan's largest business Internet providers including AT&T, CenturyLink, Charter Spectrum, Comcast and others. When your Internet connection is with one of these providers, your MercuryTel Business Phone Service traverses their private network—not the Internet—maximizing bandwidth and minimizing latency and packet loss.



Clear Calls Guarantee (continued)

Managing Your Internet Connection's Bandwidth

VoIP calls don't require much bandwidth, but clear calls do require low latency and low packet loss. Your Internet connection's bandwidth is a bottleneck that will cause call clarity problems if not managed correctly. Our routers manage that bandwidth by prioritizing MercuryTel Business Phone Service ahead of everything else, ensuring that big downloads and uploads don't affect call clarity. An Internet connection from a private network provider with as little as 3 Mbps down and 512 Kbps up is all that is needed for perfectly clear calls.

Managing Your Network's Bandwidth

Within your network, our Cisco® switches prioritize your MercuryTel Business Phone Service ahead of everything else, ensuring large data transfers don't affect call quality, and our Gigabit Ethernet ports keep your network running at peak performance.

Full Responsibility, Complete Service Management

Our managed Cisco® switches, routers and phones are designed to work together. Compatibility is guaranteed. If ever you have a problem with your MercuryTel Business Phone Service or equipment, it's ours to fix. You never need to call anyone but us for support and all support, including on-site service, is included in the monthly fee.