



# How can BellSouth help me support my Cisco data networking needs?

BellSouth® Datacare Maintenance Service provides a highly trained and competent source for meeting your data maintenance needs.

## At a Glance

- Cisco Gold Partner
- Cisco data equipment certified
- Southeast's largest field force
- 24x7 data help desk
- Flexible maintenance plans
- Single point of contact for all maintenance needs

## Providing Reliability to Your Network Infrastructure

Maintenance of your data network infrastructure is as important as the initial decision to purchase and implement data networks. You have to determine whether to dedicate valuable internal resources to maintaining the network, as well as keep up with the technical complexity required of today's data network solution. Let BellSouth be your reliable source for all data maintenance needs.

BellSouth is a Cisco Gold Certified Partner and has designed Datacare Maintenance to provide support for your Cisco data networking needs. It affords you the freedom to focus resources on strengthening your business, giving you the peace of mind that comes from knowing your data maintenance needs are being met by a highly trained and competent source.

## World Class Service

BellSouth has developed Datacare Maintenance specifically to address the needs of Cisco enterprise customers. We accomplish this through:

- Being the single point of contact for all maintenance related issues through the BellSouth® Call Receipt Center (CRC)
- Supporting both you and the field with a highly trained 24x7 data help desk
- Dispatching the Southeast's largest and best trained Cisco field force
- Continual updating of Cisco technical expertise and knowledge base
- Providing a broad base of experience and reliability that comes from extensive data networking background
- Providing the reliability and service you have come to expect from BellSouth



## Service Plan Options

All Datacare Maintenance plans include:

- 30-minute response time to inquiry (call receipt)
- Guaranteed on-site response (on-site and response time dependent upon plan chosen)
- All parts and labor
- 24-hour trouble reporting
- Single point of contact for trouble resolution
- Certified network engineers
- Monthly or annual billing options

BellSouth Datacare Maintenance plans offer you the flexibility of choosing the level of service that meets your business needs.

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Pricing for the individual plans is dependent upon the level of coverage required. Maintenance contracts can be purchased for up to 36 months to lock in the pricing.

Hours of Operation	Response Time
M-F 8:00 - 5:00	Next Business Day
M-F 8:00 - 5:00	4 hours
24x7	4 hours

Additionally, software updates are provided at no additional charge and are customer installable. These updates include changes to the software needed to bring the equipment into compliance with performance specifications. BellSouth can install these changes on a time and material basis.

## Enterprise Benefits

At BellSouth, our goal is not just to keep your system running, but also to maintain it at the high performance level you expect. BellSouth Datacare Maintenance Service is designed to be your reliable source for enterprise data network maintenance.

**For more information regarding BellSouth® Datacare Maintenance Service, please contact your BellSouth account representative or visit us online at [www.bellsouth.com/business](http://www.bellsouth.com/business)**

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