

# ScanSource Communications Total Coverage for Sonus WE'VE GOT YOU COVERED!

## MAINTENANCE AND SUPPORT ON ALL SONUS PRODUCTS

Increase customer satisfaction and grow your services-renewal annuity stream with ScanSource Communications Total Coverage. As a Sonus Certified Service Partner, we are an extension of your business, enabling you to provide value to your Sonus customers. Total Coverage ensures that your customer's Sonus technology is up-to-date and provides them peace of mind knowing investments are protected and downtime avoided.



### Key Benefits of Total Coverage

ScanSource Communications Total Coverage for Sonus has a number of service options providing you flexibility in serving your customers. Total Coverage for Sonus enables you to extend your reach without increasing your own workload. Some of the key benefits of ScanSource Communications Total Coverage for Sonus include:

- Our Sonus experienced, certified engineers resolve issues for you
- 24 x 7 x 365 technical support offered for you and your end users
- 4 different levels of services
- 1, 2, or 3 year options
- One extra month of support on new purchases
- Sonus License installation, configuration backup/restore and routine maintenance
- Advanced Replacement as outlined in the customer's SonusCare Maintenance Contract
- Sonus pre-sales support
- Sonus software updates and support
- Trained Sonus Certified Sales Representatives

### We've Got You Totally Covered

To learn more about Total Coverage for Sonus from ScanSource Communications, please visit us online at [scansourcecommunications.com/sonus-total-coverage](http://scansourcecommunications.com/sonus-total-coverage) or contact your sales rep at **877.847.7000**.

### At Your Service

Contact Sonus Certified Engineers in two ways:

**Phone:** 877.847.7000/Ext. 4095

**Email:** [techsupport@scansourcecommunications.com](mailto:techsupport@scansourcecommunications.com)

*Note: System Installation and any other on-site activities are available as an additional service. Please contact your ScanSource sales representative for more information.*

### ScanSource Communications Total Coverage for Sonus options:

Premium (24x7 AHR) Advanced Hardware Replacement

Enhanced (24x7)

Standard (9x5)

Software Product Only (24x7)

Available as 1, 2, or 3 year contracts



## It's called "Total Coverage" for a Good Reason

When your customers protect their Sonus investment with Total Coverage for Sonus, they'll get all the support and maintenance required on Sonus equipment for the term of coverage. Select from the following list of offers:

SCANSOURCE P/N	TOTAL COVERAGE DESCRIPTIONS
SRV-MPRM-S-A-TC-Q	Total Coverage Premium Maintenance (24x7) - Standard Product - Accredited
SRV-MPRM-SM-A-TC-Q	Total Coverage Premium Maintenance (24x7) - Small Scale Product - Accredited
SRV-MPRM-SP-A-TC-Q	Total Coverage Premium Maintenance (24x7) - Service Provider - Accredited
SRV-MENH-S-A-TC-Q	Total Coverage Enhanced Maintenance(24x7) - Standard Product - Accredited
SRV-MENH-SM-A-TC-Q	Total Coverage Enhanced Maintenance (24x7) - Small Scale Product - Accredited
SRV-MENH-SP-A-TC-Q	Total Coverage Enhanced Maintenance (24x7) - Service Provider - Accredited
SRV-MSTD-S-A-TC-Q	Total Coverage Standard Maintenance (9x5) - Standard Product - Accredited
SRV-MSTD-SM-A-TC-Q	Total Coverage Standard Maintenance (9x5) - Small Scale Product - Accredited
SRV-MSTD-SP-A-TC-Q	Total Coverage Standard Maintenance (9x5) - Service Provider - Accredited
SRV-MSWO-A-TC-Q	Total Coverage Software Only Maintenance (24x7) - Accredited
SRV-MSWO-SP-A-TC-Q	Total Coverage Software Only Maintenance (24x7) (24x7) - Service Provider - Accredited

Standard Product = SBC 5k, 7k, SWe, PSX, e-PSX, EMS

Small Scale Product = SBC 1K/2K, Tenor

Service Provider = If the end customer is a Service Provider, use this SKU

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