



IT'S ABOUT TIME!

IT'S STORM SEASON! HOW SAFE ARE YOUR TELEPHONES AND COMPUTERS?



Yes, it's spring-time! Warmer weather, flowers blooming and trees, and **electrical storms!** How safe is your telephone and computer equipment from power outages and lightning strikes? Can you afford to be without telephones, voice mail, and computers for any length of time?

Time Business Systems can help you keep your business up and run-

ning even if the power is off for the rest of the day. Battery back-up, surge protectors, and UPS (Uninterrupted Power Supply) can make the difference between waiting for a service call and "business as usual". If you have a battery back-up system and the batteries are more than 4 years old, you should replace your batteries.

Time Business Systems sells and installs these power supplies for your telephone, voice mail, and computer systems. Call John at (630) 622-5910.

PLACING A SERVICE CALL

Our service ticket is available on-line at our web site:

www.timebusinesssystems.com

You can fill out the service request and click on "Request Service" at the bottom of the page. Please be as specific as possible in describing the problem with your telephones or voice mail. Also include your hours of business, the location of your business (if you have multiple locations), and the name of the contact so the technician dispatched will know who to see for details.

All service calls should be called in to the office or a service ticket should be filled out on our web site.

Please do not schedule a service call with one of our technicians.

SERVICE NOTES

Before calling for service, try to reset your telephone system by either turning off the switch on the main box or unplugging the main box at the outlet and then turning it back on or plugging it back in the outlet. This will frequently fix glitches in the system.

- ◆ Response time for Adds, Moves and Changes is 3 to 5 business days.
- ◆ Response time for Non-emergency Service is 24 hours.
- ◆ Customers with Maintenance Agreements will take priority over other Non-emergency Service.
- ◆ Response time for Emergency Service (Telephone or voicemail down) is 4 hours.



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\$\$\$ DISCOUNT \$\$\$

Due to the continual downturn in the economy, Time Business Systems Inc. is discounting the trip charge on service calls.

Mention this discount when you call in for service and get 1/2 off the trip charge of \$85.00 on your service calls between now and June 30, 2010.

Now might be the time to make those programming changes you have been putting off, like company directory, ringing changes, and extension names.



916 Central
Roselle, IL 60172
(630)622-5910

WE'RE ON THE WEB!
www.timebusinesssystems.com

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\$\$\$ BONUS FOR TAKING A MAINTENANCE AGREEMENT \$\$\$



Customers who take a new maintenance agreement or renew an existing maintenance agreement in the next year will be eligible for a **free “tune-up”** of their telephone control cabinet. A technician will come out to the customer’s site and clean the cabinet, check the battery back-up, etc. (This bonus does not include cleaning or checking the telephones.) The technician will do an evaluation of the lines and extensions on the system for future growth. Also we will include **1 free set of designation strips** for the telephones.

Please call the office to schedule an appointment or schedule with your next service call and fax us a copy of your designation strips.

This offer expires on March 31, 2011.

