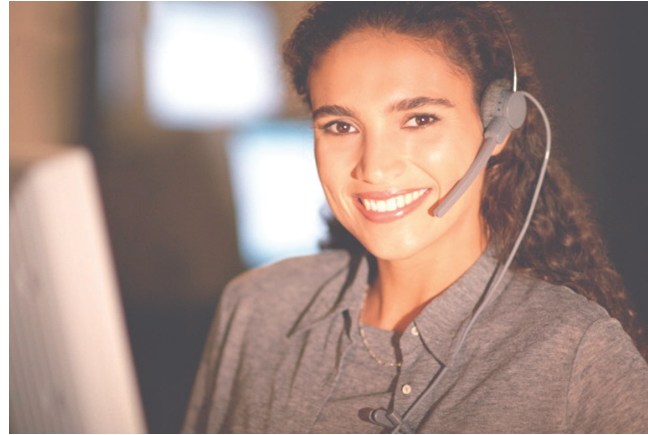


Maintenance

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Maintenance is no longer a technical science; it has transformed over the years into a creative skill. Historic standard maintenance procedures will get you little to no response from the Bell companies and IXC carriers today. American Telesis has rewritten the maintenance manual from the ground up. Creativity is what we use to surpass all other maintenance groups in obtaining our more demanding objectives.



We start with technicians that only work on Private Lines. The department is overstaffed to insure that we exceed our client expectations for level of service and support which in turn has enabled us to continuously grow our customer base. Top of the line hardware and software support

tools are used to automate our internal communications systems as well as our maintenance database. We developed proprietary Amtel™ software which is the most information-intensive and customer-oriented maintenance package available in the industry, keeping every detail about circuit design, installation locations, terminating equipment, vendor names and numbers, etc. The software also identifies all the appropriate Network Operation Centers (NOCs) along with every ILEC, their escalation names and phone numbers and embeds them into the circuit profiles.

Communicating with the testers not only by calling them on their advertised phone numbers but on personal direct-inward-dial (DID) numbers as well as by email and chat rooms gives us an advantage. We are quick to begin escalation procedures and demand to speak with the person immediately, otherwise we want that person's manager on the phone. You can be assured that we will continue up the chain of command until our objective is achieved.

Separate records are added for channel assignments so that we can tell at a glance which channels are open, what Central Office (CO) they are going through and how they can crossconnect with other facilities. The expertise of our staff coupled with the use of the Amtel™ database gives us the ability to consistently provide on-time installations and the fastest recovery time for service issues. Our success is measured by our customer loyalty.

We understand that "not knowing" can be the biggest frustration and causes the greatest amount of anxiety to our customers. We actually call you back periodically to give you updates, even if we do not have any "new news."

Calling our clients with updates makes all the difference in the world. Since 1992 our focus has been Wide Area Network solutions utilizing a Complete Suite of Data, Ethernet and IP Products, from Private Lines and Frame Relay, to Dedicated Internet and IPVPN/MPLS along with Managed Services and Specialized Private Lines including Ring Downs and Hoot'n'Holler Networks. Experience a professional company that Exceeds your Expectations.

Innovative • Dedicated • Progressive