



Why Choose ValueComm?

All network ordering and installation coordination is provided at no additional cost to you. We are paid directly by AT&T, Qwest and Verizon as a distributor to represent their network services in the marketplace. You can order the same network services at the same price directly from AT&T, Qwest or Verizon; however, you will receive a much higher level of overall service if you order from ValueComm as clarified below:

- ◆ **Smoother installations** – At ValueComm, we have an entire team of technical implementation personnel who focus on your AT&T, Qwest and Verizon network orders. They insure orders are installed timely and in the correct fashion. We manage AT&T, Qwest and Verizon by understanding who to call to resolve issues quickly. We work with your telephone system or data equipment vendor to assure that the new services work from end to end. This serves to eliminate finger pointing. You can always directly contact AT&T, Qwest or Verizon. Some of our customers have tried this method, and appreciate the value our personnel add to the process.
- ◆ **Higher levels of communication & more frequent status** – We understand that you need to be in the communication loop during the installation planning stage, during the actual installation, and especially during the resolution of problems. We are very sensitive to this need; our team remains in frequent contact, and provides you status all through your implementation.
- ◆ **Faster problem resolution** – At ValueComm, our team of implementation personnel is highly qualified to assist in quickly resolving your network problems. Our skilled personnel excel in troubleshooting network problems while understanding common equipment interface problems. Coupled with our close relationship and understanding of AT&T, Qwest and Verizon’s internal processes, this knowledge enables us to eliminate the finger-pointing between equipment vendors and network providers to quickly resolve problems.
- ◆ **Focus on the network** – Because we do network, we know it better. This means we better understand network capabilities and we better understand how to resolve network problems. We take the care to understand how AT&T, Qwest and Verizon are structured to add value by helping them resolve customer issues more quickly than they could resolve them without our help. Many businesses try to provide a “one-stop shop”. We believe technology is changing so quickly that it is impossible to stay on top of the network and voice, data, and video telecom equipment. Rather than be a good “complete” communications company, we’d rather be your best network resource.
- ◆ **Billing issue resolution assistance** – AT&T, Qwest and Verizon must resolve customer billing issues. We work with them to keep our customer’s issues in the spotlight until they are resolved.
- ◆ **Solution consulting** – Because we are not trying to sell the next hot piece of telecom equipment, we are free to design the most reliable, fastest, and most cost effective network possible for you. If you include us in your planning process, we will bring our talents to the table to customize the perfect network for your business. We work one on one with each customer’s equipment vendors to make your solutions work the best from end-to-end.

