

*Lines of Communication
offers customized plans
available to meet your
organization's needs.*

Contact Us:
813-319-9000
yfry@onepointofcontact.com

TROUBLE TICKETS

Troubleshooting, opening, tracking and follow through to resolution to get your services restored as quickly as possible

MOVE/ADD/CHANGE/DELETE ORDERS

Entering, Management, Coordination and completion of change orders offering a streamlined process to ensure no interruptions or distractions to your business

BILLING TICKETS

Enter, track and follow through to resolution for billing errors and omissions on customer's invoices that gives you peace of mind and keeps you out of the carrier's hold queue

PAYABLES REVIEWS

At customized intervals to meet your needs, review invoices and return a complete report for payables authorizing or disputing charges based on your service contracts, credits due and changes to your account to ensure accuracy (phone bill interpreters live here!)

ANNUAL AUDITS

Annual review of services and needs for a customer's telecom services, as well as comparison pricing where applicable to keep up with changes in technology and market factors (let's get more for less!)

TECHNOLOGY ASSESSMENT

Technology must serve the needs of your business and a comprehensive assessment to understand your business processes, communication requirements and disaster recovery will bring you stability and effectiveness

VENDOR ANALYSIS

A fresh eye to analyze your service contracts and an understanding of options available will give you the best support at a great value

PROVISIONING OF NEW SERVICES

Implementation without the headache as we coordinate with vendors and site contacts to give you a worry-free, but fully informed transition

SILVER

Ad Hoc Expertise available as needed and billable at incident inclusive rates
Business Hours 8:30a to 5:30p Monday – Friday and excluding major holidays, all services are billed at the standard rate per incident
After Hours Emergency Coverage 24/7 365 is available as well at published after hours rates

GOLD

Includes all services at a monthly contracted rate
Business hours 8:30a to 5:30p Monday – Friday excluding major holidays.
After hours emergency coverage at reduced rates billed per incident

PLATINUM

Includes all services 24/7 including holidays at a monthly contracted rate

