



Link Business Communications

Are you considering upgrading your business communications to the latest technology?

**Here are some reasons why
Link Business Communications
would be a smart choice:**

About Our Company

- Established in 1985 we have the experience you need
- We have trusted local technicians to support your needs
- We are family owned so we understand how important your business is to you and we have a big footprint which covers 15 states!

About Our Technology

- We can provide either fully **Hosted** or **Premise based** solutions
- All of our Business Telephone systems have all features turned ON
- All systems include Nationwide Unlimited Calling
- All systems include unlimited roll over lines
- All extensions include a twinned SoftPhone for the users mobile use
- We support your traditional FAX machine as well as FAX through e-mail
- **Built in protection against power failures and Internet service outages so your business phone system is always ON. See Flip Side of this flyer!**

About Our Service

- Our monthly service includes all technical support
- All ongoing software and firmware updates are included
- We monitor the health of each phone remotely
- Our exclusive Client Care Package is included with every system. This includes no charge replacement of any damaged phone

**Contact your local representative today for more information or call
866-362-0705 or visit www.LinkBusinessCommunications.com anytime.**

Frequently Asked Questions

- Does my monthly bill include all tech support? Yes! Your monthly service includes all tech support, all occasional programming changes, all firmware updates and even no charge replacement of any defective phones for as long as you are our client.
- How many calls can my new system handle at one time? All systems include unlimited concurrent calls. All plans include Nationwide Unlimited Calling.
- When we transition over to your service, will my system be down for any time? Our goal is to make your transition as smooth as possible. Most installations can be accomplished with zero system down time.
- What happens if my Internet service fails or my building loses power? This is one of the most commonly asked questions. Your new phone system is designed to make sure you stay connected with your clients no matter what happens to your Internet service, your building power or even your building! This is known as “**Business Continuity**” and we have several levels of protection. Plus, it’s included at no charge! Just check with your Sales Associate for details.
- Do you have a mobile APP that will work on my cell phone? We use a mobile app called WaveLite. It is downloadable for free from either the Apple or Android store and is easy to set up and use. It turns your mobile phone, tablet or Laptop into your office extension.
- Can my employees work from home? Yes! In these difficult times, many employees have opted to work from home. Our system makes this easy to accomplish.
- What equipment is needed here at our office for the system to work? In our Unified Communications enabled systems, you will have an On-Site PBX mounted in your DATA closet as well as new phones. In Hosted installations, all you need is the new phones. Check with your Sales Associate for your exact needs.
- How do I change the names of my employees or my menu options if my business grows or my needs change? This is all handled remotely by us as part of your monthly service. Just let us know what changes you need and we’ll get it done in minutes! Want to handle it in-house? You can!
- Can I send text messages to my clients using your system? Yes! Our service will enable you to send your clients and customers text messages right to their mobile phones.
- Can I still use my fax machine or am I required to use a fax to email service? Our system can work either way! We can even customize the service so you can use a combination.
- Do we need any special wiring for the phone system? Your new phone system will work on the same network computer wiring you already have in your office. There should be little or no need for additional wiring.
- How are repairs handled? If one of your phones breaks either due to accident or through normal wear and tear, we replace it at no charge. You will be sent a fully programmed replacement.
- Are the phones secure? All your phones use bank level encryption to ensure that your security isn’t breached. In addition we protect you from long distance and toll fraud.
- **What about Chat, File Sharing and Video Calling?** Our Unified Communications add-on which includes an on-site PBX (Not Hosted) includes Chat between employees, instant file sharing and video calling using our innovative Wave software. All this between all employees whether they are sitting at their desk, remote at home or mobile on the road!