

We Provide  
Proactive  
Services so you  
don't have to  
think about it...

Just a few of our Services:

- Business Class VOIP Phone Systems
- Phone System Support
- Conferencing
- Voice, Fiber and Data Cabling
- Commercial 70v Paging Systems
- Managed Services
- Wireless Systems
- Admin and End User Training



License # 529484

Business Telecommunication  
Systems, Inc.

549 Bateman Cir. Corona, CA 92880

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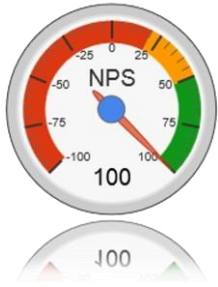
*Serving all of your voice and data needs since 1981*



Looking for Superior  
Coverage on one of  
your most Critical  
Components?

Your Phone System

## Customer Sat Score 2014



## Why BTS Stands Apart

Here at BTS we understand you have many options when choosing an IT company to support your Telecommunications Infrastructure. When it comes to ShoreTel Support and other IT services, we have spent the last 33 years separating ourselves from the competition. BTS is the company you can rely on to provide superior service 24 hours a day 7 days a week around the Globe. So whether your company is based in Riverside County or London, England you can rest assured you're covered.

### Here are a Few Reasons BTS Stands Apart:

1. **Experience** – We have been in business for 33 Years. We are now one of the largest and most respected ShoreTel dealers in the area; and have installed over 55,000 ShoreTel IP Handsets.
2. **Our Team** – All our technicians have over 10 Years in the field and have been with BTS for over 7 years and counting.
3. **Customer Satisfaction Year after Year** – Don't believe us visit our webpage for a list of our awards. We hold a 98% NPS.
4. **Quality of Service Guaranteed** – We stand behind our work.
5. **Financial Stability** – We carry a D&B Score 80 Duns # 10-922-1705

## Our Support Plans

For every business, access to the latest software updates and quality technical support are critical to the success of your business. That's why BTS has developed a variety of ShoreTel Support Plans to fit your needs. From Full Coverage to Basic, there's a plan for you. Each Plan includes UNLIMITED technical support, direct access to tier 2 support, software updates performed by our Certified Systems Engineers, Advance Replacement on all ShoreTel Voice Appliances, and Monitoring.

### Direct Access to Tier 2 Support!

All of our Support Staff are Certified ShoreTel System Engineers and are available to you 24 hours a day, 7 days a week for any major system failures. Our normal business hours are Monday-Friday 8am-5pm to handle any minor system issues, technical questions, programming questions, or any other question or concern that may arise. Our Support Agreements also include minor programming changes. Our Technician will log into your system with you, using our remote agent and walk you through those changes. There is no limit to the number of support calls, so feel free to call anytime you need us.



## Support Plan Highlights

- Unlimited Technical Support
- Software Upgrades
- ShoreTel Backup

## Managed IT Services

We have the latest test tools to assist in managing your IT infrastructure. We are on the job 24x7 looking for:

- Performance monitoring on all devices
- Are your hard drives full
- Checking all up-dates have been done
- Are the cooling fans working
- Is the hard drive about to fail

### Provided Services

- Provide 24x7 Server and work station monitoring
- Manage and monitor data switches and routers
- Install, manage, and update virus, spam and spyware/malware software
- Install/manage software updates and patches
- Back up servers and workstations
- Install and manage firewall
- Provide personal assistance to make sure your issues and concerns are addressed properly
- Customer portal for viewing all devices, tickets, and history.

## Contact Us

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Inc.  
549 W. Bateman Cir.  
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(951) 493-3019  
kim@bts1981.com

Visit us on the Web:  
www.bts1981.com