



TeleData Select
Your Single Source for Telecom Solutions

What to expect when you are working with TeleData Select

1. We insure all the important details of your project are established upfront.
2. Our team is responsible for back office support including order processing, facilitating installs, project management & customer service.
3. Our team will be your primary point of contact. Occasionally you may hear from our partner's project management team. Our partners team have been carefully screened regarding your project.
4. We will work with our partners and your IT staff to insure all the necessary information is accurate for a smooth install and transition.
5. If additional details and clarification are needed, TeleData Select is responsible for the ongoing communicating with all parties: Which includes additional information, details and clarification should it be needed.
6. TeleData Select will schedule any needed training with your staff; this may include pre installation preparation training and post training for fine tuning and tailoring.
7. Part of TeleData Select is to train you and your staff to deal with regular issues that are straight forward. However, TeleData Select is always available to run interference when a major interruption might occur.
8. We work with you in minimizing the cost of migration by assisting in the timely disconnects of old services to ensure that old billing ceases promptly.



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9. After the 1st bill is received, TeleData Select will validate that billing is in compliance with the appropriate contract.
10. Normally you will deal with service providers and their billing department, however, if you have a more complicated issue with your service provider, TeleData Select will work alongside in resolving billing disputes with the service provider.
11. TeleData Select does regular and periodic reviews of your telecom services. This includes adjusting bandwidth to match consumption, adding features and telecom services where advantageous.
12. TeleData Select recognizes the importance of having a long term advocate and resource for your telecommunication operations. We are available during our customer's operating hours.