



Performance Based Contracts are nothing new to The Connect Group. They have been providing their Partners with a performance based platform since 2005. This program came along when Connect joined with an International Organization called the Technology Assurance Group (TAG). TAG is an International organization of independently owned business communication providers that represent more than \$400 million annually in products and services. With TAG, The Connect Group has been able to provide a unique and revolutionary method of providing services unheard of in the telecommunication industry. The Program is called the Current Technology Assurance Plan (C-TAP).

C-TAP has dramatically changed the way in which telecom equipment as well as convergent applications such as VoIP are being deployed into the marketplace.

The Program ensures that telecom and information systems of small to mid-sized companies along with Government Agencies remain current and incorporate the latest in value added services. C-TAP was designed so that our customers could have a fixed cost for their communication structure, while assuring that they are able to stay on top of the most current technology.

With C-TAP The Connect Group truly partners with their customers to ensure that the technology provided today can be renewed, refreshed, or replaced as required and that the partner can have emerging technologies as they become available all at a fixed cost.

Telecommunications technology is advancing at a pace never before seen in the industry, increasing the importance of programs that help our customers protect their investment. C-TAP enables businesses to install current technology without large upfront costs, to upgrade to new technology without increasing monthly payments, and to ensure total protection of their communication infrastructure.

The C-TAP Program is, without a doubt, a pure performance based contract. The level of services, unmatched protection and consistent budgeting for communication products and services provide our Partners a quality of product and service unseen in the industry today.

If we take a look at what a performance based contract should be, it is important to note that everything that follows is incorporated into C-TAP.

Connect Telephone & Computer Group

1306 Central Ave
Billings, MT 59102
(406)248-8900

22 Shawnee Way Suite C
Bozeman, MT 59715
(406)922-5000

Site Survey

A comprehensive on-site physical inspection of the place of business is made to assess the current state of communication systems. Once the survey is completed, a meeting with the principles is done to discuss the goals for improving the communication infrastructure.

Project overview

A project overview is created to list the projects goals and to verify the applications needed to complete them. Both the telecommunication service provider and the end user must be in agreement of what is to be accomplished. In order for the telecommunications to operate at maximum efficiency and cost effectiveness, the capabilities of the system must be consistent with the expectations of the end user.

Telecommunications Audit and Management

The vendor provides an analysis of connectivity charges to ascertain that the customer is getting what they paid for and to ensure cost effectiveness. The vendor acts as a single point of contact between the business user and the various telecommunications vendors contributing to the system. Whether it's a billing issue or a service interruption, the business makes one call to the vendor for relief.

Qualified Technicians

Vendor to supply factory certified technicians for installation, maintenance and service. Vendor must be able to provide copies of current certifications on demand.

Priority Dispatch

Vendor to guarantee priority dispatch with guaranteed response times of certified technicians. Emergency response time is 4 hours plus 1 hour per 50 miles from vendors service center not to exceed 12 hours. Non emergency response time is to be 48 hours plus 1 hour per 50 miles from vendors service center not to exceed 72 hours. Vendor will back up guaranteed response times with financial penalties as follows: up to \$500 for missed non-emergency calls and up to \$1,000 for missed emergency response calls. Remote service support via telephone or emails shall be provided at no charge to customer.

Disaster Recovery

Vendor shall provide current critical data archiving and recovery services for all critical data on the communication system. Critical data shall be defined within the scope of work.

Parts on Hand Guarantee

Vendor guarantees to have parts in stock and immediately available to all of our partners at no additional charge.

Training

Vendor is to provide extensive and complete training on site at time of delivery. Unlimited training is to be provided at no additional charge at vendor site on a quarterly basis or on-line as needed.

Connect Telephone & Computer Group

1306 Central Ave
Billings, MT 59102
(406)248-8900

22 Shawnee Way Suite C
Bozeman, MT 59715
(406)922-5000

Annual Preventive Maintenance Visit

A comprehensive annual Preventive Maintenance Visit is required to check and clean all critical components of telecommunications system.

Software upgrades

Vendor to supply all pertinent software upgrades for telecommunication system at no additional charge for the complete term of agreement.

Moves, Additions and Changes (MAC)

Moving, changing or adding equipment to the telecommunication system will not incur labor charges. Additions to the system must be included in the C-TAP program for waiver of labor charges. Mileage charges will apply for systems outside a 50 mile radius of vendor's base of operations.

Warranty

All major voice related components, including cabinets, power supplies, circuit boards, telephones and voice mail systems are to carry a full parts and labor warranty from the date of implementation of the program through the entire term. If there is a part to be replaced there will be no service call charge, no trip charge, no labor or port charge. There is to be no charge for "no trouble found" calls. The length of the term is to be 60 months.

Budget Refresh Provision

The option to renew or add new hardware without changing the set payment by extending the contract is allowed on the following basis:

24 months	30% of original purchase cost
36 months	50% of original purchase cost
48 months	70% of original purchase cost

Executive Summary

C-TAP is truly a performance based contract. It is not impossible nor is it hard to maintain these Partnerships for the Connect Group. We have been providing C-TAP to our Partners for over 2 years now and it is growing at a phenomenal rate. The C-TAP program is designed to cure the two major risks in technology today, Obsolescence and Cost of Ownership. By eliminating the huge upfront costs of buying the necessary technology and assuring the customer of a monthly payment that will not change, the cost of your communications are fixed. It would be next to impossible to receive an invoice from us with all of the benefits of the C-TAP Program unless you added new equipment out of contract.

The Connect Group has been in business for over 16 years and continues to grow with 25 employees dedicated to providing all of the services listed above. The Connect Group is committed to establishing and maintaining a dynamic partnership with every customer.

Connect Telephone & Computer Group

1306 Central Ave
Billings, MT 59102
(406)248-8900

22 Shawnee Way Suite C
Bozeman, MT 59715
(406)922-5000