



Ruby Mandair
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IS YOUR TELECOMMUNICATIONS TECHNICIAN CERTIFIED?
IF NOT, YOUR VOICE & DATA SYSTEM COULD BE IN BIG TROUBLE

Net Activity Explains Why

CLEVELAND, OH — March 5, 2013 — Telecommunications is a very dynamic industry that is constantly being enhanced by new technology. The technology is changing so rapidly that it's vital for companies to ensure that their telecommunications provider stays on top of it. Unfortunately, too many businesses today continue to overlook this topic and do not ask a simple yet crucial question, "Is my telecommunication technician certified?" If the answer is a resounding yes, then you can probably put your mind at ease. However, if the answer is no, your company's vital voice and data system could be in for a very painful surprise.

Would you let a mechanic that wasn't properly trained work on your car? Probably not. So why not treat your voice and data system with the same care. It is just as important to make sure that your provider's technicians understand the details behind their technology so they can properly install, service, and maintain your

system to ensure its future reliability.

All too often businesses experience damaging affects by providers who don't understand the technology they sell. The most common include:

- Lost revenue due to system downtime
- Increased costs from making repairs
- Permanent damage to system components
- Inability to effectively run the business

In order to combat these types of problems, leading telecommunications providers such as Net Activity incur substantial costs to guarantee that highly certified industry technicians are tending their clients' voice and data systems. Net Activity requires hours of rigorous educational training for sales people, management and most importantly technicians, so they can fully understand today's state-of-the-art voice and data systems. Net Activity believes certification is an extremely valuable investment

for both their employees as well as each one of their clients.

Ruby Mandair, Service Manager of Net Activity, said that its service technicians are comprised of professionals who enjoy being in the forefront of new emerging technologies. Their dedication, combined with the body of knowledge acquired from certified trainings, ensures Net Activity's customers that their voice and data system will be serviced quicker, faster and better, all in a cost-effective manner.

"Net Activity understands that it takes a high level of commitment and dedication to provide our technicians with the latest education and certification on convergent technologies," said Mandair. "Our customers can rest assured that when one of our technicians comes to their place of business to service or repair a voice and data system, that they will be able to diagnose the problem quickly and provide unsurpassed service in a timely and cost-effective manner."

Mandair said service technician training and certification

benefits the end-user. “Today, when our clients require service assistance they can expect less downtime for their telecom system, which translates into greater revenue for their business.”

So if you don’t know the answer regarding your technician’s level of certification it may be time to ask. It’s much easier to prevent problems from occurring than take your chances with technicians who are less than knowledgeable about their technology.

ABOUT NET ACTIVITY, INC.

Net Activity, Inc. is a business-oriented computer & telephone communication company. It is our mission to make our clients business more efficient using our technology services.

Our Services include:

- Computer Services
- Support
- Disaster Recovery Services

- Firewall Security Services
- New Installs /Upgrades
- VOIP Services
- Cloud Services

With locations in Cleveland & Columbus we support clients nationwide. We are looking forward to support you with your business needs.

For more information on Net Activity, Inc. call (216)503-5150 ext 206 or visit www.NetActivity.us.