

# Telsource International Partner Application

Telsource Corporation offers core services internationally, currently covering Canada, Mexico, the Caribbean, Puerto Rico, South America, Europe and Japan. Telsource Borderless Networking Solutions provide technical expertise and network care, offering multi-national networks a consistent level of high-quality service and control. We are interested in reviewing potential partners to extend our geographic coverage and complement our service offerings. If you are interested in becoming a Telsource International Partner, please complete and return this application by the fax number or address shown below. We appreciate your interest in Telsource Corporation and look forward to hearing from you. Telsource will identify possible areas of alliance and contact your company for further discussions. Thank you for taking the time to complete the information below. Please fax or mail completed five-page form to:

ATTN: Telsource Marketing Department

FAX: 1 440 234 9533

ADDRESS: Telsource Corporation  
8237 Dow Circle  
Strongsville, Ohio 44136-1795 USA

## Company Information:

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province/District: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Company Web Site (URL): \_\_\_\_\_

Country (s) of incorporation: \_\_\_\_\_

Year of incorporation: \_\_\_\_\_

Technical and Professional Certifications (e.g. ISO): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## Contact Information:

Contact Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

## Your Services and Coverage Area:

Brief overview of your services: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Country (s) and major metropolitan areas in which you provide network equipment service:

Hours of operation: \_\_\_\_\_

Describe any after-hours processes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Service levels: \_\_\_\_\_  
\_\_\_\_\_

Service Level Agreements available: Yes / No

Maintenance response times: \_\_\_\_\_

Maintenance pricing structure:

Straight time and labor: Yes / No

Fee per product for support: Yes / No

Mean time to repair: \_\_\_\_\_

Average repair time: \_\_\_\_\_

Spring levels offered:

End-user customer provided and managed: Yes / No

Your company provides and manages spares: Yes / No

Advance replacement services: Yes / No

Depot services: Yes / No

## Voice and Data Networking Equipment Supported:

Routers: Yes / No

Staging: Yes / No

Field Installation: Yes / No

Testing/Turn-up: Yes / No

Cutover: Yes / No

Maintenance: Yes / No

Sparing: Yes / No

Technical Support: Yes / No

Remote Monitoring: Yes / No

Specific manufacturers and product families: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List any certifications: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**E1/E3/DS1/DS3 Multiplexers:** Yes / No

Staging: Yes / No                      Field Installation: Yes / No                      Testing/Turn-up: Yes / No

Cutover: Yes / No                      Maintenance: Yes / No                      Sparing: Yes / No

Technical Support: Yes / No                      Remote Monitoring: Yes / No

Specific manufacturers and product families: \_\_\_\_\_

\_\_\_\_\_  
List any certifications: \_\_\_\_\_

**Integrated Access Devices:** Yes / No

Staging: Yes / No                      Field Installation: Yes / No                      Testing/Turn-up: Yes / No

Cutover: Yes / No                      Maintenance: Yes / No                      Sparing: Yes / No

Technical Support: Yes / No                      Remote Monitoring: Yes / No

Specific manufacturers and product families: \_\_\_\_\_

\_\_\_\_\_  
List any certifications: \_\_\_\_\_

**Fiber Optics:** Yes / No

Staging: Yes / No                      Field Installation: Yes / No                      Testing/Turn-up: Yes / No

Cutover: Yes / No                      Maintenance: Yes / No                      Sparing: Yes / No

Technical Support: Yes / No                      Remote Monitoring: Yes / No

Specific manufacturers and product families: \_\_\_\_\_

\_\_\_\_\_  
List any certifications: \_\_\_\_\_

**CSU, DSU, CSU/DSU:** Yes / No

Staging: Yes / No                      Field Installation: Yes / No                      Testing/Turn-up: Yes / No

Cutover: Yes / No                      Maintenance: Yes / No                      Sparing: Yes / No

Technical Support: Yes / No                      Remote Monitoring: Yes / No

Specific manufacturers and product families: \_\_\_\_\_

\_\_\_\_\_  
List any certifications: \_\_\_\_\_

**IP/PBX:** Yes / No

Staging: Yes / No

Field Installation: Yes / No

Testing/Turn-up: Yes / No

Cutover: Yes / No

Maintenance: Yes / No

Sparing: Yes / No

Technical Support: Yes / No

Remote Monitoring: Yes / No

Specific manufacturers and product families: \_\_\_\_\_

\_\_\_\_\_  
List any certifications: \_\_\_\_\_

**Key Systems/PBX:** Yes / No

Staging: Yes / No

Field Installation: Yes / No

Testing/Turn-up: Yes / No

Cutover: Yes / No

Maintenance: Yes / No

Sparing: Yes / No

Technical Support: Yes / No

Remote Monitoring: Yes / No

Specific manufacturers and product families: \_\_\_\_\_

\_\_\_\_\_  
List any certifications: \_\_\_\_\_

**Other:** Yes / No

Staging: Yes / No

Field Installation: Yes / No

Testing/Turn-up: Yes / No

Cutover: Yes / No

Maintenance: Yes / No

Sparing: Yes / No

Technical Support: Yes / No

Remote Monitoring: Yes / No

Specific manufacturers and product families: \_\_\_\_\_

\_\_\_\_\_  
List any certifications: \_\_\_\_\_

**Field Service Engineers/Technicians:**

Number of field service engineers/technicians: \_\_\_\_\_

How many are employees of your company? \_\_\_\_\_

How many are contractors? \_\_\_\_\_

Please specify locations: \_\_\_\_\_

Languages spoken: \_\_\_\_\_

Certifications: \_\_\_\_\_

**Quality Control:**

Briefly describe your quality control programs, processes or mechanisms used:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Briefly describe your project status and performance reporting capabilities and report format for open work, work completed, response times, and service performance:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To the best of my knowledge, the above information listed is a correct representation of my business and its capabilities.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

**For Office Use Only:**  
Reviewed By: \_\_\_\_\_ Date: \_\_\_\_\_