

Top Rated Service Provider for the 9TH Year in a Row!!!!

With Altura, you receive the very best customer experience:

❖ Altura Scores a Perfect “A” in overall Customer Satisfaction:

- Value for your money: A-
- Responsiveness: A
- Technician skills: A
- Technician knowledge: A
- Ease of contact: A
- Follow-up on repair resolution: A-
- ❖ Billing accuracy: A
- Ease of spare parts: A-
- Sales: A-
- Access to training: B+

❖ Best People:

*“Altura technicians worked any hour of the night or day until they found the problem,”
Bill Wilhelm - John Carroll University.*

❖ Best Service:

"Altura stood out amongst the rest. Our 14 year relationship with Altura has been really good. They never said no to any of our requests and their day to day service response has been excellent." says David Munday – Washington County Public Schools

ALTURA
communication solutions

A PLATINUM EQUITY COMPANY

Top Rated Service Provider for the 9th Year in a Row

The Telecom Manager's

Voice Report



News and guidance for and users on getting the best rates, services and equipment

| Minimum Number of Respondents Required | Ease of contact with service provider's call center | Availability/Responsiveness of service techs | Technicians' hands-on skills with installations/repairs | Technicians' technical knowledge/competence | Ease of getting spare parts | Sales Reps' ability to provide ongoing solutions | Follow-up on orders, repair, resolution | Billing/invoice accuracy & problem resolution | Your access to training/continuing education | Value for the money | Overall rating |
|--|---|--|---|---|-----------------------------|--|---|---|--|---------------------|----------------|
| Altura | A | A | A | A | A- | A- | A- | A | B+ | A- | A |
| AT&T | B- | C | B+ | B- | A- | B- | B+ | B | C+ | B+ | B |
| Avaya | B+ | B | B+ | B | B | B+ | B | B- | C | B | B |
| Black Box | B+ | A- | A | A- | C+ | C+ | B | B | C+ | B+ | B+ |
| Carousel | B | C+ | B- | B | C+ | C | B- | B- | C+ | C+ | B |
| Nortel | B- | B | B+ | B- | B | C+ | B- | B | C+ | C+ | C+ |
| Shared Tech. | A- | B+ | A- | A- | B | B- | B- | B | B | B | B |
| Siemens | B+ | B- | B+ | B+ | B+ | C+ | B | B- | C+ | B+ | B+ |
| Verizon | B- | B- | C+ | C+ | C+ | C- | C- | D+ | D+ | C- | B- |
| Overall average score of all vendors | B+ | B+ | B+ | B+ | B+ | B | B+ | B | B | B+ | B+ |