



CTN Solutions, Inc.
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Our Service Commitment and Guarantee

We stand behind our services to your company. Here is our service commitment to you and your organization.

We offer a true 24 x 7 x 365 service. We'll answer your call in 45 seconds or less.

Our Service Desk and Network Operations Teams consist of dozens of trained technicians, working over multiple shifts in geographically diverse locations. They will answer your call live within 45 seconds. Our NOC team will handle alerts within 15 minutes of receiving them – any hour of the day or night.

Our competitors may say they offer the same service, but our experience over the years has proven otherwise. We never fake our way through providing 24 x 7 x 365 service. The science of this is simple. Your provider either has the staff and resource depth to answer the phone in 45 seconds or your company's users will be waiting hours for a response to their request. In a world a cybersecurity threats, you can't afford to wait for hours.

We use a service level agreement and stand behind it.

Included in this proposal is our service level agreement. It is our commitment to you on our response time and availability. It will be included in our master services agreement with you.

We guarantee our services. If we are not performing, you can terminate our agreement.

When you sign our agreement, we guarantee our services to you via our service level agreement. If you experience a service issue, provide us notice of the issue, and we do not cure it within 30 days, you can cancel our agreement. No questions asked.

We guarantee our pricing. We'll match any competitor's price.

We are so confident in our services and our company that we guarantee our pricing. We'll match the price of any competitor, assuming the scope of services is the same. Period.

Our experience is second to none. We've been at this for over 20 years.

When you work with CTN, you are buying a team of talented business and technical people. One of the most important services we provide is redundancy of people so you are never reliant on one person for your IT support and needs. We know IT. Let us worry about it so you can focus on running and growing your business.

You run your business. We'll worry about the technology.®

Certified. Specialized. 24x7x365 Strategic IT Management.