



SURROUNDING
YOU WITH
SUCCESS

Disaster Recovery

At VDN, your "disaster recovery" plan
is **included with your Support Program***
Rest easy, in the event of an unplanned outage,
you're covered.





SURROUNDING
YOU WITH
SUCCESS

The VDN Emergency Service Plan is *included* in the various Support Programs* we offer. The plan is designed to provide you with temporary service until your damaged switch is repaired or replaced. In the event of flood, fire, or other disaster, your service program escalates your communications needs to top priority (immediately after public safety agencies). VDN provides fast and effective mobilization of resources. Additionally, an interim switch can be in place to provide temporary service in 24 to 48 hours, anywhere in the U.S.

Disaster Recovery

SERVICE	DESCRIPTION	TIMEFRAME
Restore Basic Communication	VDN will provide for the temporary use of single line terminals to make out going and receive in coming calls.	4 to 8 hours (provided local service is available)
Provide Interim Switch	In the event of damage to the switch an interim system can be shipped upon request.	Shipped within 24 hours of notification
Provide Replacement Systems	Replacement systems can be ordered from VDN on a priority basis** VDN can also provide any necessary billing documents for your insurance claims.	Priority

* Not included in "Parts Plus Remote" Plan.

** VDN Maintenance Agreement customers are the highest priority among clients - in the event of multiple disasters, locations with public safety, national defense, and or health care will receive higher priority.