

Frequently Asked Customer Questions:

1. Will my billable rates change?

No, the existing rates that clients are used to paying will remain the same.

2. What happens to the equipment and service warranty I currently have?

All existing service agreements that NextGen customers have today will be honored by TAG Solutions through the entire term of the original warranty agreement. Upon expiration, TAG Solutions will provide a proposal to renew equipment and service coverage if desired.

3. Will John Corrigan continue to work at TAG Solutions?

We are excited to announce that John Corrigan has accepted a full time position at TAG Solutions. In his new role as Senior Account Manager, John will be responsible for managing all client relationships with existing NextGen Communication customers.

John will however, no longer provide technical support services for clients. Instead, our certified team of over 20 full time technicians will respond to service requests from NextGen customers. This will allow clients to receive a lightning fast response when systems malfunction or break.

4. How do I contact TAG Solutions for support?

There are many ways for NextGen customers to contact TAG Solutions with a support request:

- 1) Call the NextGen Service Line – **(518) 475-3030**
- 2) Call the TAG Solutions Service Line – **(518) 292-6500 x2 – toll free at – (800) 724-0023**
- 3) Email the NextGen Service Desk – support@callnextgen.com
- 4) Email the TAG Solutions Service Desk – support@tagsolutions.com
- 5) Visit the Client Portal at - <https://ww1.autotask.net/ClientPortal/Login.aspx?ci=2721>
(ask John for your username and password first!)

5. How do I contact John Corrigan?

Here is John Corrigan's new contact info at TAG Solutions:

Email – jcorrigan@tagsolutions.com

Phone – (518) 292-6522

Fax – (518) 292-6522

5. What other contact info for TAG Solutions should I have?

Please visit our website for updated contact info, <http://tagsolutions.com/contact/>. Below is a quick summary:

Sales Contact info – (518) 292-6500 x 1 – or – sales@tagsolutions.com

Billing Contact info – (518) 292-6500 x3 – or – billing@tagsolutions.com

Address: TAG Solutions, LLC

12 Elmwood Rd

Albany, NY 12204

Social Media

Facebook - <https://www.facebook.com/tagsolutions>

LinkedIn - <https://www.linkedin.com/company/tag-solutions?trk=prof-exp-company-name>

Twitter - <https://twitter.com/tagsolutions>

6. Will TAG Solutions continue to support the ESI telephone system?

Yes, TAG Solutions has decided to onboard the ESI product and we intend to sell and service the rock solid ESI phone systems for a very long time to come.

6. What services does TAG Solutions provide that NextGen did not?

TAG Solutions provides the following services in addition to the ESI and Cabling products historically sold and supported by NetxGen Communications.

1. Managed IT Services

TAG Solutions works with CEOs, CFOs and IT Managers to deliver helpdesk services (Managed Services) and tactical consultative workshops designed to alleviate the headaches that IT causes organizations and employees.

Please read more about our friendly technicians and lightning fast response times here - <http://tagsolutions.com/managed-services/>

Add contact John Corrigan today to schedule your FREE Network Assessment!

2. Network Security and Compliance Services

TAG Solutions is a specialized network security consulting firm that works with CEOs, CIOs, CISOs and IT Managers to enhance their security posture, defend against threats and mitigate risk.

Please read more about defending your assets and critical information here - <http://tagsolutions.com/network-security/>

Add contact John Corrigan today to schedule your FREE Vulnerability Scan!

3. Unified Communication Systems

TAG Solutions works with CEOs, CFOs and IT Managers to deliver new Unified Communication functionality such as, instant messaging, mobility, VoIP, conferencing, and contact center to end users while leveraging existing legacy PBX systems through iron clad integration efforts.

Please read more about our simple and elegant solutions here - <http://tagsolutions.com/unified-communications/>

And contact John Corrigan today to schedule a demo of the ShoreTel Unified Communications System!