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Communications. n. [pl.] 1 the technology employed in exchanging information 2 a system for sending and receiving messages

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## Our Business

Our goal at Heins Communications is to provide quality installation and service on custom voice and data communications systems, and to back those systems with outstanding customer support.

Rich Heins installed his first system in 1987 and from there, Heins Communications has installed hundreds of systems throughout Oregon and Southwest Washington.

With a system installed and serviced by Heins Communications, you receive:

- Timely installations
- Quality equipment
- Experienced personnel
- Extensive training
- Extended service

## Creating a Solid Infrastructure

At Heins Communications, we know that it's important for you to respond to customer needs, meet deadlines, and provide quality service to your clients—it's important to us too!

One of the best ways to meet the everyday demands of your business is to have a quality communications infrastructure in your company.

Faster computer networks save you valuable employee time—which means higher company revenue.

A system from Heins Communications means *a system integrated to the needs of your business* that is reliable, simple to understand, and easy to operate.



## Addressing Tomorrow's Needs Today

Heins Communications looks ahead.

We live in an era where business opportunities and technology change rapidly.

Heins Communications makes it simple for you to address those changes by installing *systems that meet your present needs* and provide for future expansion.

## Quality Assurance

We understand that your business relies on the communications system we install.

That's why we install our systems to meet standards set by the American National Standards Institute (ANSI), and use the latest hardware and software technology.

By utilizing *ANSI standards*, we provide you with products that adhere to strict policies and protect you as a consumer.

Heins Communications employs *BICSI certified technicians*, so you receive quality service from technicians trained to meet international telecommunications standards.

In addition, we are a *NEC-certified reseller*, which means you get superior products that include a two-year warranty.



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**“Making it simple for you...  
by doing it right the first time”**

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P.O. Box 517  
Albany, OR 97321  
541-926-5035

## **Adding Value Through Training and Service**

### **Training**

When you do business with us, you receive more than just an integrated, expandable communications system.

Along with quality, state-of-the-art equipment, Heins Communications offers extensive training sessions and system documentation.

We don't rush you through a 15-minute overview and send you on your way. Instead, we provide multiple training sessions on different aspects of your communications system. Training is customized to your organization's needs and can be set up in one-on-one sessions or small groups.

### **Service**

Part of our job at Heins Communications is to ensure you are a satisfied customer.

To do so, we offer a six-month labor assistance program, which means we help you out, free of charge, if you get into a glitch with your communications system.

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***"Heins Communications has provided us with great service for almost a decade. We wouldn't think of calling anyone else."***



Sue Roth  
20/10 Products, Inc.

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**PHONE SYSTEM CONSULTANTS**  
Voice, Data, Fiber Optics



**Making It Simple  
For You**