

Reactive copper and fiber support across 200+ clubs.

Prime-Net delivers reactive copper and fiber cabling support across more than 200 Sam's Club locations for Toshiba, against multiple SLA tiers, every week of the year.

THE CHALLENGE

Break/fix is unforgiving. There is no schedule, no mobilization window, and no second attempt — a register, a scanner, or a back-office link goes down in a club that is open for business, and the clock starts. Multiply that across a national footprint and the hard part stops being the cabling and starts being the response.

WHAT PRIME-NET DOES

Prime-Net provides reactive copper and fiber cabling support for Toshiba across more than 200 Sam's Club locations. Tickets come in against multiple SLA tiers, and each one gets a technician who can diagnose, repair, terminate, and certify on the first visit, whether the fault is a damaged copper run or a broken fiber link.

WHY IT MATTERS

This is the work that proves a deployment partner. Anyone can staff a planned rollout. Holding SLAs across 200+ live clubs, week after week, is the part that requires real coverage and real bench depth.

200+
CLUBS
SUPPORTED

**COPPER
+ FIBER**
CABLING SCOPE

MULTIPLE
SLA TIERS HELD

ONGOING
PROGRAM

SCOPE DELIVERED

- Reactive break/fix cabling at 200+ Sam's Club locations
- Copper and fiber diagnosis, repair and termination
- Response managed against multiple SLA tiers
- First-visit resolution as the standard
- Delivered in partnership with Toshiba