



Metropark

your total communications partner

Gold Shield Support Plan



Highlights:

- Unlimited NBX HelpDesk Support
- Unlimited NBX User Training
- All NBX Programming Changes**
- Guaranteed Response Time 2 to 4 hours
- NBX Advanced Hardware Replacement
- All NBX Software Upgrades Performed by NBX Help Desk Support Staff*
- On-Site RITA NBX Telephony Module
- 24x7 Monitoring
- 24x7 Alert Notifications
- Local nightly NBX Backups
- Off-Site weekly NBX Backups
- Committed On-Site Visits - additional charge may apply (optional)

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Unlimited NBX HelpDesk Support

Our NBX Help Desk Team is here when you need us. If you have a major problem or a simple question, just give us a call. You're covered! All unlimited NBX HelpDesk Support, MinuteHELP is to be utilized between 8am to 7pm C.S.T. NBX Support is available 24x7x365 but may have additional after-hour or emergency charges applied, over and above this support plan.

Unlimited NBX User Training

Whether you've hired a new person or just want to freshen your skills on the NBX, simply call one of our Help Desk trainers and they'll select a course that's right for you. All user training is completely covered. NBX Training must be scheduled between 8am to 7pm C.S.T and is provided to your new staff members via a Webex, HTML, or Powerpoint remote dialogue. Metropark's Training Team provides the following NBX User Training for this plan: NBX 2102, NBX 2101, NBX 1102, NBX 2102IR Phones, NBX Adjunct, and User NetSet. Covered in the one-to-one or one-to-many sessions are the behaviors and features needed to perform with a higher level of productivity.

All NBX Programming Changes* *

Why spend hours trying to figure out how to make a change to your NBX when our NBX Help Desk experts can make the changes for you in minutes. From button mappings, AA menus to hunt groups just give us a call and consider them done!

Guaranteed Response Time 2 to 4 hours

In the event that there are no NBX Help Desk Technicians available to help you when you call you are guaranteed to receive a call back within 2 to 4 hours. It probably won't be that long since Gold Shield Customers will be given top priority over all other customers.

NBX Hardware Advanced Replacement

If an Advanced Replacement is needed, Metropark will advance replace the inoperable item(s) to you. The charge for advanced replacement, 10% of the list price of the item being advanced replaced, will be waived for Gold Shield Customers. This must be in the 3Com 2 year warranty time frame. Item being replaced must be received at Metropark RMA department within 5 days from the delivery date of the advanced shipped item, otherwise you will be charged full list price of the item.



voice



data



video



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Gold Shield Support Plan

All NBX Software Upgrades Performed by NBX Help Desk Support Staff*

Staying current with the latest software is critical in maintaining your NBX System. We will perform all NBX Updates, bug fixes, etc...at a predetermined time, to insure your NBX keeps running smooth.

On-Site RITA NBX Telephony Module

We've incorporated a very powerful support module into your Gold Shield Plan, called RITA. (Remote IT Assistant) For more specifics on RITA please download a Rita Brochure - RITA is designed to let you worry about your business and let us worry about your NBX system! The Gold Shield Support plan must provide a rack mount location for the RITA component in the immediate vicinity of your NBX Call Processor and must provide Metropark access to RITA through a broadband connection (ISP must provide you with a Static IP). Metropark allows for these connection types via VPN: VNC, RADMIN, Terminal Services, PC Anywhere with Port Address Translation (RITA requires 2 internal Static IP addresses).

24x7 Alert Notifications

(Requires SS3 V5000 NCP with Disk Mirror) Our Help Desk staff is in constant communications with your NBX system. If in the event you experience hard drive failure(s), the Help Desk staff is alerted and support will be activated automatically.

24x7 Monitoring

Our Help Desk staff will monitor key components to your NBX System. Our NBX Help Desk Staff is constantly running diagnostic tests on your NBX System and it's environment. This will allow us to diagnose and repair problems before they become a major issue.

Local nightly NBX Backups

Our Help Desk staff will perform nightly backups of your NBX System with or without Voice Mail at your request. These backups will be stored locally on the RITA component for easy access in the event of an emergency.

Off-Site weekly NBX Backups

In order to protect your NBX database in the event of a catastrophic loss, at least 1 backup per week will be stored at the NBX Help Desk on one of our Disaster Storage Arrays.



Note: Metropark's NBX HelpDesk supports the following NBX hardware & Software for this plan: NBX Telephones, NBX Call Processors, NBX Chassis, NBX Operating Systems from 2.0 to latest 3Com release, NBX Interface Cards (analog, T1, ATC, Hub), NBX Keycode upgrades, NBX pcXset, NBX ConneXtions Gateway, NBX Tapi Service Provider, NBX Tapi Dialer, NBX CDR, NBX CAS, NBX Palm Dialer, 3rd Party NBX Applications - Brightarrow, EpicCenter, Tapit all are supported but may require a separate support agreement.

Metropark will attempt to assist with hardware or software issues out side of the NBX for NBX support only issues. For example, we will help locate a Microsoft issue that is not allowing an NBX application to function properly. We will not provide support on 3rd party applications or hardware not listed in this support plan.

* 3Com NBX minor software upgrades are included with the Gold Shield. (ex. R4.2.x) These upgrades are provided within the current Major Release. To receive the next Major Release (ex. 5.0.x) All Gold Shield customers will receive a significant discount.

** For advanced dial plan changes, Metropark will charge the programming session at Bronze MinuteHelp rates.



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