



Metropark
your total communications partner

Bronze Shield Support Plan

Access to our FTP NBX download web site

Download all releases of NBX software up to version 4.1.x - an additional 3Com software charge will apply starting at version 4.2.x. In addition to the NBX Version software, you can also download, other NBX software such as ConneXections Gateway, pcXset, Tapi Dialer, Palm Dialer, Call Detailed Reports, Tapi Service Provider, etc...

Reduced Minimum MinuteHelp Charge

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.

Discounted MinuteHELP

Reaching an NBX expert at a time of need is billed at a minute by minute rate. Only after your minimum is reached, will you be charged. The Bronze Shield greatly reduces your minuteHelp cost, normally \$6.00 per minute, down to only \$3.00 per minute of actual support.

Unlimited Archive Access

NBX HelpDesk Archived Information: how to's, new release notes, bug fixes, etc.

NBX Hardware Replacement

Metropark will RMA your equipment once it has been determined by our NBX HelpDesk, to be inoperable. Once determined inoperable, you will send Metropark the item(s), and once received, Metropark will send you the replacement. The items being RMA'd must be in the 3Com 2 year warranty time frame or covered by Metropark's extended warranty.

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 will be 10% of the list price of the item being advanced replaced. (example: NBX Phone \$435.00. Advance charge \$43.50). The item(s) being advanced replaced must be covered by the 3Com 2 year warranty or by Metropark's extended warranty.. Item(s) being replaced must be received at Metropark RMA department within 5 days from the delivery date of the advanced item or the full list price of the item(s) will be charged to you.

2 to 8 Hour Response Time

In most cases you'll have extremely fast access to an NBX certified technician. We do guarantee a 2 to 8 hour response for non emergencies to our Bronze Shield customers, during normal NBX HelpDesk hours 8am to 7pm C.S.T. Monday through Friday. Holidays and all After hours calls will be charged at a premium. Emergency calls are available 24x7 but will be charged an Emergency premium.

Metropark Communications, Inc.
10405 Baur Blvd. Suite A
St. Louis, Missouri 63132 USA

Phone: 314-439-1900
Toll Free: 877-900-6856
Fax: 314-439-1313



voice



data



video



internet

Metropark Communications, Inc.

• www.metropark.com