



Metropark
your total communications partner

Iron Shield Support Plan



NBX Hardware Advanced Replacement

In the event your NBX gear needs to be replaced, make sure you have the Iron Shield from Metropark. We will advance replace the inoperable item(s) to you. The item(s) being advanced replaced must be covered by the Iron Shield Warranty Support Plan. 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.

Emergency Response Times

Enjoy fast access to an NBX certified technician to make sure your NBX Gear is diagnosed, repaired or replaced. *We provide a 4 to 8 hour response on non-emergency calls and 2 to 4 hour response on emergency calls 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. The Term for this support plan is one year, unless additional years are purchased as part of this quote.

**Response Time does not mean the product will be replaced within the specified response time.*

Access to Our FTP NBX Download Web Site

*Download all releases of NBX software up to the latest version covered under the support plan. New Feature releases (i.e. 5.0, 6.0, 7.0) can be purchased for a discounted rate. In addition to the NBX Version software, you can also download, other NBX software such as ConneXctions Gateway, pcXset, Tapi Dialer, Palm Dialer, Call Detailed Reports, Tapi Service Provider, etc...

**Make sure you obtain your appropriate keycode from your NBXHelpDesk Sales Representative.*

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

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



voice



data



video



internet

Metropark Communications, Inc.

• www.metropark.com