



**Metropark**  
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## Silver Shield Support Plan



### Highlights:

- Unlimited NBX HelpDesk Support
- Unlimited NBX User Training
- All NBX Programming Changes\*\*
- Guaranteed Response Time 2 to 6 hours
- NBX Advanced Hardware Replacement
- All NBX Software Upgrades\*

### 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! The Silver Shield plan must provide Metropark access to your NBX through a remote connection. Metropark allows for these connection types: via VPN- VNC, RADMIN, Terminal Services, PC Anywhere or a Static IP, Pinhole etc.

### Guaranteed Response Time 2 to 6 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 6 hours. It probably won't be that long since Silver Shield Customers will be given top priority over all other calls except Gold Shield Customers.



voice



data



video



internet

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### 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 Silver 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.

### All NBX Software Upgrades \*

Staying current with the latest software is critical in maintaining your NBX System. You will have access to all Free 3Com NBX Software so you can keep your system up to date. A Help Desk Technician can upgrade your NBX for you but an additional charge may apply.

\* 3Com NBX maintenance releases are included with the Silver Shield. Minor releases may have an additional charge. The upgrades are provided within the current Major Release. To receive the next Minor or Major Release (ex. R4.2.x or R5.0.x ) All Silver Shield customers will receive a significant discount from Metropark.

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

#### 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, 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.

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voice



data



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