

Shield Support Comparison

SUPPORT PLATINUM PLUS SHIELD SHIELD SHIELD SHIELD SHIELD								
Voice System Support* Use outside HelpDesk Support ————————————————————————————————————	SUPPORT	PLATINUM	PLATINUM	GOLD	GOLD	SILVER	SILVER	BRONZE
Discounted HelpDesk Support	PROVIDED	SHIELD	PLUS	SHIELD	PLUS	SHIELD	PLUS	SHIELD
Discounted HelpDesk Support								
Discounted Dergramming support**	Voice System Support*							
Discounted Programming support*								Yes
Discounted Software Upgrades*	Discounted User Training							Yes
4 to 8 Hour Emergency Response Time	Discounted Programming support**							Yes
4 to 8 Hour Emergency Response Time	Discounted Software Upgrades*							Yes
Unlimited HelpDesk Support								Yes
Unlimited Remote User Training		Yes	Yes	Yes	Yes	Yes	Yes	No
All Programming Changes		Yes	Yes	Yes	Yes	Yes	Yes	No
Statistical Reporting		Yes	Yes	Yes	Yes	Yes	Yes	No
2 to 6 Hour Emergency Response Time								
2 to 4 Hour Emergency Response Time								
On-Site RITA Telephony Appliance Yes Yes Yes Yes Yes No No No Local nightly Backups Yes Yes Yes Yes Yes Yes Yes No No<		Yes	Yes	Yes	Yes			
Local nightly Backups								
Off-Site weekly Backups Yes Yes Yes Yes Yes Yes No No No Trouble Logging & Reports Yes Yes Yes Yes Yes No Yes No <								
Trouble Logging & Reports Yes Yes Yes Yes No No No No Committed On-Site Visits (optional) Optional Optional Optional Optional Optional Optional Optional No Optional Optional Optional No Optional Optional No Optional Optional No Optional No Optional Optional No Optional No Optional No Optional Optional No Optional No Optional Optional No Optional Optional No Optional No Optional No Optional Optional No Optional Optional Optional No Optional Optional Optional No Optional Optional Optional No Optional Optional Optional Optional No Optional No Optional Optional No								
Committed On-Site Visits (optional) Optional No								
Data Networking Support* Unlimited Router Support*** No								
Unlimited Router Support*** No Yes No Yes No Yes No Yes No Unlimited Switching Support*** No Yes No No No Yes No Yes No Yes No No Not Not Not Not Not Not Not Not N	Committed on one viole (optional)	Optional	Optional	Optional	Optional	Optional	Optional	110
Unlimited Router Support*** No Yes No Yes No Yes No Yes No Unlimited Switching Support*** No Yes No No No Yes No Yes No Yes No No Not Not Not Not Not Not Not Not N	Data Networking Support*							
Unlimited Switching Support***		No	Yes	No	Yes	No	Yes	No
Unlimited Firewall Support*** No Yes No Yes No Yes No Network Diagnostics and repair*** No Yes No Yes No Yes No Yes No Telco Carrier Interaction No Yes No Yes No Yes No Yes No All Programming Changes No Yes No Yes No Yes No Yes No All Software Upgrades* No Yes No								
Network Diagnostics and repair*** No Yes No No No <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>								
Telco Carrier Interaction No Yes No Yes No Yes No All Programming Changes No Yes No Yes No Yes No All Software Upgrades* No Yes No Yes No Yes No Call Center Support* Yes Yes Yes Discounted HelpDesk Support Yes Yes Yes Discounted Programming support** Yes								
All Programming Changes No Yes No Yes No All Software Upgrades* No Yes No Yes No Call Center Support* Discounted HelpDesk Support Yes Yes Discounted User Training Yes Yes Discounted Programming support** Yes Yes Discounted Software Upgrades* Yes Yes Yes Discounted Programming support** Yes Yes Yes Yes Yes Yes Yes Yes								
All Software Upgrades* No Yes No Yes No Call Center Support* Discounted HelpDesk Support Yes Yes Discounted HelpDesk Support Yes Yes Discounted User Training Yes Yes Discounted Programming support** Yes Yes Discounted Software Upgrades* Yes Yes Yes Discounted Software Upgrades* Yes No No No No <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>								
Call Center Support* Discounted HelpDesk Support Yes Yes Discounted User Training Yes Yes Discounted Programming support** Yes Yes Discounted Software Upgrades* Yes Yes 4 to 8 Hour Emergency Response Time Yes 2 to 6 Hour Emergency Response Time Yes No 2 to 4 Hour Emergency Response Time Yes No No<								
Discounted HelpDesk Support Yes No	7 th Coltward Opgrados	110	100	110	100	110	100	110
Discounted HelpDesk Support Yes No	Call Center Support*							
Discounted User Training Yes No Yes No No No No No No No No No No No No No No No No No No No No No No No No No No No				Yes		Yes		Yes
Discounted Programming support** Yes No								
Discounted Software Upgrades* Yes Yes Yes Yes Yes Yes Yes Yes Yes No No <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>								
4 to 8 Hour Emergency Response Time Yes No 2 to 6 Hour Emergency Response Time Yes Yes No No 2 to 4 Hour Emergency Response Time Yes Yes No No No On-Site RITA Telephony Appliance Yes Yes No No No Unlimited HelpDesk Support Yes No No No Unlimited User Training Yes No No No All Programming Changes Yes No No No Statistical Reporting Yes No No No Local nightly Backups Yes No No No Off-Site weekly Backups Yes No No No								
2 to 6 Hour Emergency Response Time Yes No No 2 to 4 Hour Emergency Response Time Yes Yes No No On-Site RITA Telephony Appliance Yes Yes No No Unlimited HelpDesk Support Yes No No No Unlimited User Training Yes No No No All Programming Changes Yes No No No Statistical Reporting Yes No No No Local nightly Backups Yes No No No Off-Site weekly Backups Yes No No No Trouble Logging & Reports Yes No No No								
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Statistical Reporting Yes No No No Local nightly Backups Yes No No No Off-Site weekly Backups Yes No No No Trouble Logging & Reports Yes No No No	All Programming Changes							
Local nightly Backups Yes No No No Off-Site weekly Backups Yes No No No Trouble Logging & Reports Yes No No No								
Off-Site weekly Backups Yes No No No Trouble Logging & Reports Yes No No No								
Trouble Logging & Reports Yes No No No								
Committee On-Site visits (optional) Optional Optional No								
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^{*} Some Software Versions may require additional charges.

Metropark.com 877-900-6856





























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

^{***} Router, Switch, and Firewall Support are based on 3Com products only. All other manufacturers' products will be on a best effort basis.