

Shield Support Comparison

| SUPPORT PROVIDED | PLATINUM SHIELD | PLATINUM PLUS | GOLD SHIELD | GOLD PLUS | SILVER SHIELD | SILVER PLUS | BRONZE SHIELD |
|-------------------------------------|-----------------|---------------|-------------|-----------|---------------|-------------|---------------|
| Voice System Support* | | | | | | | |
| Discounted HelpDesk Support | --- | --- | -- | -- | --- | --- | Yes |
| Discounted User Training | --- | --- | -- | -- | --- | --- | Yes |
| Discounted Programming support** | --- | --- | -- | -- | --- | --- | Yes |
| Discounted Software Upgrades* | --- | --- | -- | -- | --- | --- | Yes |
| 4 to 8 Hour Emergency Response Time | --- | --- | -- | -- | --- | --- | Yes |
| Unlimited HelpDesk Support | Yes | Yes | Yes | Yes | Yes | Yes | No |
| 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 | --- | --- | --- | --- | Yes | Yes | No |
| 2 to 4 Hour Emergency Response Time | Yes | Yes | Yes | Yes | No | No | No |
| On-Site RITA Telephony Appliance | Yes | Yes | Yes | Yes | No | No | No |
| Local nightly Backups | Yes | Yes | Yes | Yes | No | No | No |
| Off-Site weekly Backups | Yes | Yes | Yes | Yes | No | No | No |
| Trouble Logging & Reports | Yes | Yes | Yes | Yes | No | No | No |
| Committed On-Site Visits (optional) | Optional | Optional | Optional | Optional | Optional | Optional | No |
| Data Networking Support* | | | | | | | |
| Unlimited Router Support*** | No | Yes | No | Yes | No | Yes | No |
| 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 |
| 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* | | | | | | | |
| Discounted HelpDesk Support | --- | --- | Yes | --- | Yes | --- | Yes |
| Discounted User Training | --- | --- | Yes | --- | Yes | --- | Yes |
| Discounted Programming support** | --- | --- | Yes | --- | Yes | --- | Yes |
| Discounted Software Upgrades* | --- | --- | Yes | --- | 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 | --- | 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 |
| Committed On-Site Visits (optional) | Optional | --- | Optional | --- | Optional | --- | No |

* Some Software Versions may require additional charges.

** 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.

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