



## Service Programs

**Columbia Communications provides superior technology service and support. We offer solutions designed to meet specific requirements in midrange systems, networking and storage environments for our customers.**

### PLATINUM

This service is for customers that demand maximum availability. This level of support works around the clock to provide you with rapid recovery in the event of a system failure.

- Help desk support hours available 24 hours a day, 7 days a week, with 1 hour telephone response to the site
- On-site hours of coverage are 24 hours a day, 7 days a week and 365 days a year
- On-site response within 4 hours of the part arriving on site. \*\*
- Dedicated technical support account manager, real-time access to call activity and site history reports by different criteria available by request

### GOLD

This service is designed for customers who need high availability for key business systems.

- Help desk support hours available 24 hours a day, 5 days a week, with 1 hour telephone response to the site
- On-site coverage from 8 am to 8 pm site's local time, Monday – Friday\*
- On-site response within 4 hours of the part arriving on site.\*\*
- Dedicated technical support account manager, real-time access to call activity and site history reports by different criteria available by request

### SILVER

Next Business Day On-site Service.\*\* This service is for customers who want to take advantage of certified technical skills as well as quick turnaround on parts with an economical price tag. Columbia Communications will provide help desk support and "like" equipment replacement by the next business day.

- Help desk support hours from 8 am to 8 pm EST, Monday – Friday\*, with 1 hour telephone response to the site
- On-site coverage from 8 am to 5 pm site's local time, Monday – Friday\*
- On-site response by the next business day following the service call request\*\*
- Columbia Communications will provide a replacement part by the selected freight carrier for delivery to the end user from the hours of 8 am to 5 pm site's local time, Monday – Friday\*
- Dedicated technical support account manager, real-time access to call activity and site history reports by different criteria available by request

### BRONZE

Parts Logistics for Self-Service – Next business day advanced parts replacement with detailed instructions shipped with and/or offered via e-mail regarding replacement of the part. With these instructions accompanied by help desk support availability during normal hours, the customer removes the faulty part and replaces it with the new part. This service is designed for customers who need high availability of parts for systems, but have technical personnel at their site.

- Help desk support hours from 8 am to 5 pm EST, Monday – Friday\*, with 1 hour telephone response to the site
- Dedicated technical support account manager and call center/support center
- Site activity reports by different criteria available by request

\* Excluding Columbia Communications holidays

\*\* Onsite Coverage is considered an upgrade on Cisco Service Level Agreements

SERVICES	PLATINUM	GOLD	SILVER	BRONZE
<b>Coverage:</b>				
Technical Support	24/7	24/7	8am-8pm M-F	8am-5pm M-F
On-site Service	24/7	8am-8pm M-F	8am-5pm M-F	Parts Delivery
Priority settings	X	X	X	
<b>Response Times:</b>				
Urgent (help desk)	Next Available Technician	Next Available Technician	Next Available Technician	1 Hour
Urgent (on-site)	4 Hour	4 Hour	Next Business Day	N/A
Non-Urgent (help desk)	Next Available Technician	1 Hour	1 Hour	1 Hour
Non-Urgent (on-site)	At Customer's Convenience	At Customer's Convenience	At Customer's Convenience	N/A
<b>Benefits:</b>				
Mission-critical escalation support	X	X	X	
Dedicated tech support account manager	X	X	X	X
Real-time account access & reporting	X	X	X	X
Site activity reports by multiple criteria (real-time/historical)	X	X	X	X
On-site service	X	X	X	
Help desk support	X	X	X	X
Account reviews	Monthly	Quarterly	Semi-Annual	
Customer care follow-up	X	X	X	X

(Bronze, Silver and Gold coverage excludes Columbia Communications holidays and reflects local time. Response times reflect business hours.)

#### **Hardware Support Coverage\*:**

MID RANGE SERVERS:	PCs:	NETWORKING:	STORAGE: (All Major Manufacturers)
<b>HP:</b> 9000 Series Servers & Workstations, Compaq Servers  <b>IBM:</b> RS/6000, AS/400, xSeries, pSeries, iSeries  <b>SUN:</b> Netra Series, UltraSPARC Platforms, Enterprise & Sun Fire Series	Compaq, Dell, HP, IBM	Cisco, 3COM, Foundry, Nortel, Brocade, Adtran	Adaptec, Arena Maxtronics, ATTO, Chapparal, EMC <sup>2</sup> * Clarion, Fastora, HP, IBM, Infortrends, JMR Electronics, LSI Logic Storage Systems, Maxtor, McDATA, Mylex, nStor, NetApps, Overland Data, Qlogic, Qualstar, Quantum, Spectra Logic, StorAge, StorageTek, SUN, Xiotech, Xtore, Xyratex

\* Excluding Symmetrix

#### **Software Support Coverage\*:**

Linux, SCO UNIX, Solaris, AIX, OS/400, HP-UX, Microsoft

\*The hardware and software listed above is a selection of the most popular manufacturers supported. For additional hardware or software support coverage, please contact us with your specific requirements at **803.667.4780**.

