

# Support Services



*NetWolves can provide your business with a fully integrated, best-of-breed solution to help meet your service level agreements.*

Together with our strategic partners, NetWolves has the expertise and experience necessary to assess, design, manage and support a cost-effective and scalable solution that meets the network communication needs of your growing business.

## Network Services

Virtual office solutions are tailored and packaged to satisfy the needs of today's mobile workforce. Audio and video conferencing, Internet and intranet services, custom billing and reporting, travel and debit cards, as well as residential networking solutions are available.

Mission critical solutions protect the integrity of valuable systems and information through careful design and implementation, network redundancy and failover capabilities, as well as remote monitoring and management services.

Multi-location solutions provide the latest in data networking, private networks, custom billing, and voice and data integration between locations.

Integrated solutions include bundled equipment and redundant network packages, project management, as well as integration of multiple services from multiple vendors to provide true one-stop shopping.

Managed solutions include on-site design and project management, remote network management, and custom outsourced solutions.

## Product Training

NetWolves prides itself on providing the finest technical training programs for its products and services. Training classes are developed and structured by qualified in-house experts with your systems engineers and network administrators in mind using the latest training aids and techniques. Student feedback also plays an important role in class structure. The end result is a continuous process of improving the training program based on the needs of our customers. Your NetWolves sales representative will be glad to discuss available courses, locations, schedules, and any associated costs with you.

## Technical Support

NetWolves stands behind all of its products and is strongly committed to providing the best technical support possible whenever our customers need help. NetWolves Technical Support is available to answer your questions. Our support staff is knowledgeable, professional and willing to go to great lengths to help resolve your questions.

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**NetWolves is an FCC-licensed and tariffed carrier in all 50 states, offering multiple services on a single invoice.**

**NetWolves has strategic agreements with several leading telecommunications carriers, including Sprint, MCI, Broadwing, Focal, AGSI, WilTel, Qwest, Covad, Road Runner, Cox, Charter, and Spacenet.**

**Voice services that include voice over IP, switched and dedicated outbound, switched and dedicated toll-free inbound, dedicated T1 access loops, calling and debit cards, and conference calling.**

**Data services using the latest technologies for primary and backup circuits, including broadband, private lines, frame relay, ISDN and IP.**

**Security services that include ICSA-certified firewall, IPsec and SSL VPN, ASUReroute, intrusion detection, congestion management, advanced routing, quality of service, content filtering, and email virus protection. These services can be monitored and configured from a central location using NetWolves' Secure Remote Monitoring and Management (SRM<sup>2</sup>) system.**

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## *Product Documentation*

NetWolves provides comprehensive technical documentation for all its security services with each product release. Each document describes the individual features and how to use the functionality. The documentation is readily available as part of NetWolves' web-based administrative interface for configuring the features.

## *Product Documentation*

NetWolves has strategic agreements with all the major telecommunications carriers to provide voice and data provisioning services, including Sprint, Qwest, MCI, WilTel, Broadwing, Covad, AGSI, Road Runner, Cox, Charter, and Spacenet. In addition, NetWolves has an agreement with NCR to provide deployment, integration, maintenance and support services worldwide.

## *Product Warranty and Registration*

All NetWolves security products and services carry a 90-day warranty with full technical support. Customers must register their purchases within thirty days of purchase to be eligible. To receive additional support, NetWolves recommends that you purchase a separate NetWolves Enhanced Technical Support (NETS) agreement.

## *NETS*

NetWolves provides the following basic support services with NETS:

- 24x7 technical support for each major release for a period of 24 months.
- Work around solutions to reported problems.
- Updates to products supported under NETS.
- Shipment of all support materials via express transportation.
- Advance replacement products for sites within the continental U.S. are shipped to arrive the next business day if the request is made before 3:00 p.m., EST.
- On-site maintenance is optional, including 8x5 coverage with 4-hours response time, 8x5 coverage with next business day response time, or 7x24 coverage with 4-hours response time.