

3Com NBX Platform Express Service Coverage Pricing Matrix

All services must be for the same number of years per quote.

Service Type	Product Number	Hardware/Software Description	QTY	Service Part Number	Annual Service Price
Express 24x7xNBD	3C10600A	NBX V3000 IP Telephony Solution	1	3CS-EXP7N-10	205.00
Express 24x7xNBD	3CV3000PWR	3Com NBX V3000 PoE Bundle	1	3CS-EXP7N-11	305.00
Express 24x7xNBD	3C10201	SS3 NBX V5000 Call Processor 250	1	3CS-EXP7N-10	205.00
Express 24x7xNBD	3C10202	SS3 NBX V5000 Call Processor 250-2PWR	1	3CS-EXP7N-13	505.00
Express 24x7xNBD	3C10207	SS3 NBX V5000 Call Processor Disk Mirroring Kit	1	3CS-EXP7N-11	305.00
Express 24x7xNBD	3C10110D	NBX 100 Call Processor	1	3CS-EXP7N-09	130.00
Express 24x7xNBD	3C10119	NBX 100 Hard Drive Field Replacement Unit (FRU)	1	3CS-EXP7N-08	75.00
Express 24x7xNBD	3C10111C	NBX 100 Chassis - APX30M/4P	1	3CS-EXP7N-08	75.00
Express 24x7xNBD	3C10200B	3Com SuperStack 3 NBX Gateway Chassis	1	3CS-EXP7N-09	130.00
Express 24x7xNBD	3C10114C	NBX Analog Line Card	1	3CS-EXP7N-09	130.00
Express 24x7xNBD	3C10370	NBX Uplink Card	1	3CS-EXP7N-07	25.00
Express 24x7xNBD	3C10116D	NBX T1 Digital Line Card	1	3CS-EXP7N-12	405.00
Express 24x7xNBD	3C10117C	NBX Analog Terminal Card - Worldwide version	1	3CS-EXP7N-09	130.00
Express 24x7xNBD	3C10390	NBXLink Blade- Norstar	1	3CS-EXP7N-10	205.00
Express 24x7xNBD	3C10391	NBXLink Blade- Meridian	1	3CS-EXP7N-10	205.00
Express 24x7xNBD	3C10392	NBXLink Blade- Analog	1	3CS-EXP7N-11	305.00
Express 24x7xNBD	3C10399A	3Com 3100 Entry SL Phone	1	3CS-EXP7N-01	30.00
Express 24x7xNBD	3C10401A	3Com 3101 Basic Phone	1	3CS-EXP7N-01	30.00
Express 24x7xNBD	3C10401SPKRA	3Com 3101SP Basic Spkr-Phone	1	3CS-EXP7N-01	30.00
Express 24x7xNBD	3C10402A	3Com 3102 Business Phone	1	3CS-EXP7N-01	30.00
Express 24x7xNBD	3C10403A	3Com 3103 Manager Phone	1	3CS-EXP7N-01	30.00
Express 24x7xNBD	3C10405A	3Com 3105 Attendant Console	1	3CS-EXP7N-01	30.00
Express 24x7xNBD	3C10406A	3Com 3106C Cordless Phone	1	3CS-EXP7N-01	30.00
Express 24x7xNBD	3C10407A	3Com 3107C Cordless Phone	1	3CS-EXP7N-01	30.00
Express 24x7xNBD	3C10400	NBX Analog Adapter	1	3CS-EXP7N-07	25.00

Prices subject to change without notice.

3Com requires that each unit of the same Product located at Customer's site be covered by the same level of Service and must include the chassis and all associated cards. Orders received that do not meet this requirement will be returned.

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Coverage Descriptions:

Express 8x5xNBD: Complete remote package for customers requiring advance hardware replacement, but who do not require an on-site 3Com engineer. Includes unlimited telephone support from 9:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, software upgrades and hardware replacement by next business day. Some software features and releases that 3Com charges for separately are not included.

Express 8x5x4: Complete remote package for customers requiring advance hardware replacement, but who do not require an on-site 3Com engineer. Includes unlimited telephone support from 9:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, software upgrades and hardware replacement within 4 hours of dispatch. Some software features and releases that 3Com charges for separately are not included. Please confirm availability of this service in your customer location prior to quoting using the Global Service Locator using the link below.

Express 24x7xNBD: Complete remote package for customers requiring advance hardware replacement, but who do not require an on-site 3Com engineer. Includes unlimited telephone support 24 hours per day, 7 days per week including holidays, software upgrades and hardware replacement by next business day. Some software features and releases that 3Com charges for separately are not included.

Express 24x7x4 Hours: Complete remote package for customers requiring advance hardware replacement, but who do not require an on-site 3Com engineer. Includes unlimited telephone support 24 hours per day, 7 days per week including holidays, software upgrades and hardware replacement within 4 hours of dispatch. Some software features and releases that 3Com charges for separately are not included. Please confirm availability of this service in your customer location prior to quoting using the Global Service Locator using the link below.

Software Upgrades: Provides access to Software Upgrades. Software that is considered to be a chargeable upgrade is not included.

Software Application Support: Includes unlimited telephone support 24 hours per day, 7 days per week including holidays and software upgrades. Some software features and releases that 3Com charges for separately are not included.

[3Com Global Service Locator](#)