

# DEFINITION OF SUPPORT LEVELS

Support can be broken down into three levels. Troubleshooting will be focused on those problems that affect the corporate network. Less emphasis will be placed on servicing those items that are not technology standards.

## 1) **No Support**

- You buy and install in a standalone environment
- No commitment to integrate into LAN

## 2) **Limited Support**

- You buy it, MSS will install it if asked
- Troubleshooting support will be limited as there may be no expertise available for those products

## 3) **Full Support**

- MSS will buy and install
- MSS **will provide** troubleshooting assistance to the best of their knowledge, capability and availability of resources
- MSS will contact manufacturer for further technical assistance
- Supported technologies have been tested by MSS and have been proven reliable through daily usage in the Department