



Ironton Global partners with Contingent

In order to enable its agents and Master Agents to be able to install and service customers beyond their area of service, Ironton Global has partnered with Contingent, a global IT services company specializing in deploying and resolving technical issues as it relates to SIP Telephony, LANs, WANs, and much more.

Ironton Global Agents can now work with their dedicated sales representative, in order to offer their customers the ability to deploy and manage all products and services offered by Ironton Global. Our agents are now able to install and service their clients as it relates to our Cloud IP PBX, WAN infrastructure circuits, security appliances, routers, switches, wireless devices and many other IT peripherals, wherever they are in the United States, with a predictable cost model and a dispatch system that is second to none.

Ironton Global Agents can now extend their IT and IP services as well as area of deployment and service, globally and immediately. Deploy a technician anywhere, fast, with no contractual commitments.

FOR MORE INFORMATION
irontonglobal.com



Ironton Global
Cloud communication: reliable, simple & affordable

Below listed third party labor is for support Monday through Friday from 8 A.M. till 5 P.M. local site time. Additional charges will apply for required parts, additional labor and services or servicing outside the stated business hours or response time.

EMERGENCY SERVICE

3PEmrgncySprt-T1

\$135.00

24 to 48 hours minimum notification required. Onsite support. Basic Technician for the purpose of IP Phone deployment. Price is per hour. 3 hour minimum charge will apply, which includes a 1 hour minimum travel charge = 2 Hours on site). IP Phone work only. Basic Tech. Can setup phone on desk and plug into Ethernet. No knowledge of Switching, Wans, Routing, QoS/CoS, Advanced Diagnostics

3PEmrgncySprt-T2

\$145.00

24 to 48 hours minimum notification required. Onsite support. Advanced Technician for IP Phone work but also understands PoE Switching, LANs, basic WANS but NOT routers or QoS/COS or advanced diagnostics such as Wireshark or other tools. Price is per hour. 3 hour minimum charge will apply, which includes a 1 hour minimum travel charge = 2 Hours on site).

3PEmrgncySprt-E1

\$155.00

24 to 48 hours minimum notification required. Onsite support. Systems Engineer that can deploy IP Phones but also understands PoE Switching, LANs, basic WANS, Routers, QoS/COS but NOT advanced diagnostics such as Wireshark or other tools. Level 2 Engineer. Price is per hour. 3 hour minimum charge will apply, which includes a 1 hour minimum travel charge = 2 Hours on site).

3PEmrgncySprt-E2

\$215.00

24 to 48 hours minimum notification required. Onsite support. Systems Engineer that can deploy IP Phones but also understands PoE Switching, LANs, basic WANS, routers, QoS/COS, advanced diagnostics such as Wireshark or other tools and can diagnose complex LAN and WAN problems. Essentially our highest level 3 Engineer. Price is per hour. 3 hour minimum charge will apply, which includes a 1 hour minimum travel charge = 2 Hours on site).

Below listed third party labor is for support Monday through Friday from 8 A.M. till 5 P.M. local site time. Additional charges will apply for required parts, additional labor and services or servicing outside the stated business hours or response time.

SCHEDULED SERVICE

3PSchdledSprt-T1

\$95.00

72 hours minimum notification required. Onsite support. Basic Technician for the purpose of IP Phone deployment. Price is per hour – 3 hour Minimum charge will apply, includes a 1 hour min travel charge = 2 Hours on site). IP Phone work only. Basic Tech. Can setup phone on desk and plug into Ethernet. No knowledge of Switching, Wans, Routing, QoS/CoS, Advanced Diagnostics.

3PSchdledSprt-T2

\$100.00

72 hours minimum notification required. Onsite support. Advanced Technician for IP Phone work but also understands PoE Switching, LANs, basic WANS but NOT routers or QoS/COS or advanced diagnostics such as Wireshark or other tools. Price is per hour. 3 hour minimum charge will apply, which includes a 1 hour minimum travel charge = 2 Hours on site).

3PSchdledSprt-E1

\$111.00

72 hours minimum notification required. Onsite support. Systems Engineer that can deploy IP Phones but also understands PoE Switching, LANs, basic WANS, Routers, QoS/COS but NOT advanced diagnostics such as Wireshark or other tools. Level 2 Engineer. Price is per hour. 3 hour minimum charge will apply, which includes a 1 hour minimum travel charge = 2 Hours on site).

3PSchdledSprt-E2

\$170.00

72 hours minimum notification required. Onsite support. Systems Engineer that can deploy IP Phones but also understands PoE Switching, LANs, basic WANS, routers, QoS/COS, advanced diagnostics such as Wireshark or other tools and can diagnose complex LAN and WAN problems. Essentially our highest level 3 Engineer. Price is per hour. 3 hour minimum charge will apply, which includes a 1 hour minimum travel charge = 2 Hours on site).

T1 Technician: IP Phone work only. Basic Tech. Can setup phone on desk and setup a basic IP phone. No knowledge of Switching, Wans, Routing, QoS/CoS, Advanced Diags.

T2 Technician: IP Phone work but also understands PoE Switching, LANs, basic WANS but NOT routers or QoS/COS or advanced diagnostics such as Wireshark or other tools.

E1: Engineer: IP Phone work but also understands PoE Switching, LANs, basic WANS, Routers, QoS/COS but NOT advanced diagnostics such as Wireshark or other tools. A Level 2 Engineer.

E2: Engineer: IP Phone work but also understands PoE Switching, LANs, basic WANS, Routers, QoS/COS, advanced diagnostics such as Wireshark or other tools and can diagnose complex LAN and WAN problems. Essentially our highest level Engineer: a Level 3.

	IP Phone	LANs	L3 Switches	WANS	Routers	QoS/CoS	Wireshark
T1	Yes	Yes	No	No	No	No	No
T2	Yes	Yes	Yes	Yes	No	No	No
E1	Yes	Yes	Yes	Yes	Yes	Yes	No
E2	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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