



# Support Services Zone Classification

*The definition of the Yorktel Onsite dispatch capability of technical support and repair services around the globe.*

Date: August 1, 2015

The Yorktel Support Programs provide an option to receive onsite dispatch of a technician to perform diagnosis or repair/replacement of a defective system. This service is widely available across the globe. However, some areas may have restrictions or challenges to deliver this service in a timely manner or even deliver the service at all. The following is a description of where and how Yorktel can provide this service.

*Note: A metro area is defined as a 40 mile radius from the city center.*

## **Zone 1**

Yorktel can provide onsite dispatch of a service technician and adhere to the standard published Yorktel Service Level Agreement (SLA) for any location designated as Zone 1.

### **Zone 1 Areas**

Atlanta, GA Metro Area	Orlando, FL Metro Area
Baltimore, MD Metro Area	Philadelphia, PA Metro Area
Boston, MA Metro Area	San Francisco, CA Metro Area
Chicago, IL Metro Area	Seattle, WA Metro Area
Dallas, TX Metro Area	Tampa, FL Metro Area
Houston, TX Metro Area	Washington, DC Metro Area
Los Angeles, CA Metro Area	Dublin, Ireland Metro Area
New York, NY Metro Area	London, UK Metro Area

## **Zone 2**

Yorktel can provide onsite dispatch of a service technician to areas designated as Zone 2. However, the adherence to the standard SLA is not guaranteed due to the locale and availability of resources.

### **Zone 2 Areas**

#### **North America**

All US non-Zone 1 excluding Alaska & Hawaii	Toronto Canada Metro Area
Calgary, Canada Metro Area	Vancouver B.C. Metro Area
Montreal Canada Metro Area	

#### **EMEA**

All non-Zone 1 in UK and Ireland	Milan, IT Metro Area
Amsterdam, NL Metro Area	Moscow, RU Metro Area
Athens, GR Metro Area	Munich, DE Metro Area
Brussels, BE Metro Area	Paris, FR Metro Area
Budapest, HU Metro Area	Rome, IT Metro Area



Copenhagen, DK Metro Area  
Geneva, CH Metro Area  
Hamburg, DE Metro Area  
Istanbul, TR Metro Area  
Lisbon, PT Metro Area  
Madrid, ES Metro Area

#### **APAC**

Bangalore, India Metro Area  
Hong Kong  
Kuala Lumpur, Malaysia Metro Area  
Mumbai, India Metro Area  
New Delhi, India Metro Area

#### **CALA**

Buenos Aires, Argentina Metro Area  
Mexico City, Mexico Metro Area

#### **Australia**

Melbourne, Australia Metro Area

Stockholm, SE Metro Area  
Vienna, AT Metro Area  
Vilnius, LT Metro Area  
Warsaw, PL Metro Area  
Zurich, CH Metro Area

Seoul, Korea Metro Area  
Shanghai, China Metro Area  
Singapore  
Taipei, Taiwan Metro Area  
Tokyo, Japan Metro Area

Sao Paulo, Brazil Metro Area

Sydney, Australia Metro Area

### **Zone 3**

Any location which does not fall under the classification of Zone 1 or 2 is considered a Zone 3 location and available services must be researched and confirmed for availability, pricing and level of service capability.

Countries considered war zones or enemies of the United States or Great Britain will not be provided any type of services by Yorktel.