TB Support *Services*

Description and Terms

At TelcoBridges we believe that our success is measured by the success of our partners

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Welcome to TB Support *Services*

Offered exclusively to TelcoBridges certified partners

TelcoBridges offers this program to ensure the highest level of technical support for its portfolio of products (*T*media, *T*sig, *T*trans, *T*sbc). The program includes two levels of service:

1. **Level 1 Support** for Telcobridges products (TelcoBridges is the 1st responder to the end-user's request for support)
2. **Level 2 Support** for TelcoBridges products (TelcoBridges' partner is the first responder to the end-user's request for support. TelcoBridges is the 2nd responder to the end-user's requests for support, providing support for issues/problems not solved by the 1st responder)

The offer

- Availability of remote technical support: 24/7 or Monday to Friday 9/5
- Response times: 1 hour for 24/7 service or 4 hours for 9/5 service
- Remote diagnostic support
- Available on-site support
- Extended warranty coverage on TelcoBridges products:
  - Includes advanced replacement of the affected product (requires returned material authorization number which can be obtained from TelcoBridges)
  - Includes major and minor software upgrades

Surpassing your expectations...

We provide support for the following levels of severity:

Severity 1 - Critical

Conditions that severely affect the primary functionality of the product:

Product inoperability (outage); a severe reduction in the capacity / capability of the product, such that expected loads cannot be handled; safety hazard or risk of security breach; repeated degradation of an essential component or function; degradation of the product's ability to provide any required notification of malfunction or loss of system or subsystem redundancy.

Severity 2 - Limited

Issues or disturbances affecting a specific area of functionality including provisioning, operation and maintenance, but not affecting the whole system:

Any loss of administrative or maintenance visibility of the product and/or diagnostic capability; occasional system or application restarts; non-severe problems that may lead to loss of redundancy; a specific subsystem or feature of a service that is not fully operational.

Severity 3 - Minor

Other problems of a lesser severity than "Critical" or "Limited" such as conditions that have little or no impact on the function of the system such as:

Minor problems or usability issues with operation, maintenance or provisioning and documentation insufficiencies.

Based on the severity levels described above, the restoration and final resolution times may vary as shown in the table below:

Severity level	Restoration time*	Final resolution time
Severity 1 - Critical	8 hours	10 days
Severity 2 - Limited	20 days	30 days
Severity 3 - Minor	30 days	Next release

The restoration times defined by the TB Support team are dependent on the severity level assigned to the malfunction and the timing of the malfunction report.

Pricing

➢ Support fees for **Level 1 and Level 2 Support** services:

Service Code	Description	Fee
SUPPORT-24-7 (Level 1 support)	Support and maintenance services - Includes 24/7 **level 1** support, standard response time of 1 hour, major and minor software upgrades, hardware warranty with advanced RMA protection. Excludes professional services. **	*
SUPPORT-24-7-L2 (Level 2 support)	Support and maintenance services - Includes 24/7 **level 2** support, standard response time of 1 hour, major and minor software upgrades, hardware warranty with advanced RMA protection. Excludes professional services. **	*
SUPPORT-95 (Level 1 support)	Support and maintenance services - Includes 9/5 **level 1** support (Monday through Friday, EST and HKT, excluding holidays), standard response time of 4 hours, major and minor software upgrades, hardware warranty with advanced RMA protection. Excludes professional services. **	*
SUPPORT-95-L2 (Level 2 support)	Support and maintenance services - Includes 9/5 **level 2** support (Monday through Friday, EST and HKT, excluding holidays), standard response time of 4 hours, major and minor software upgrades, hardware warranty with advanced RMA protection. Excludes professional services. **	*

*Please contact a TelcoBridges sales representative for pricing information.

**Professional services are also available. Proposals for professional services can be provided upon request.

➢ Support fees for **On-Site Support** services:

Service Code	Description	Fee
ON-SITE	On-site training/install, per day (excluding travel, food and lodging expenses)	*

* Please contact a TelcoBridges sales representative for pricing information.

Definitions

Monday to Friday 9/5 coverage is 09:00 to 17:00, Monday to Friday, EST (Eastern Time) and HKT (Hong Kong Time), exclusive of Saturday, Sunday and public holidays in North America (http://www.statutoryholidays.com/quebec.php) and Asia (http://www.gov.hk/en/about/abouthk/holiday/). All other times are deemed to be outside of business hours.

Response time is the time that elapses between the receipt of the issue report and the beginning of the problem analysis by a TB Support engineer. The end-user and/or partner will be notified as soon as the TB Support engineer starts analyzing the issue.

Restoration time is the time that elapses between the receipt of the issue report and the restoration of the system to its original state if the issue can be repaired by remote access and if the issue can be restored *without dedicated engineering support time*. The system is considered restored when a solution to the issue is delivered, even if the recommended measures are of a temporary nature, e.g. a workaround or reverting to the last working version including but not limited to the previous working network conditions.

Final resolution time is the time that elapses between the receipt of the issue report and the delivery of a permanent solution to the issue.

TB Support *Services* contact information

TB Support team – International 24/7 number
Tel.: +1 866 438 4703
support@telcobridges.com

Product documentation on TBWiki: http://docs.telcobridges.com
Forums: http://forums.telcobridges.com

Escalation procedure

To ensure your complete satisfaction, if you feel an issue is not moving forward to closure in an appropriate timeframe, and/or if an issue requires managerial attention, for immediate action, please contact the following company representatives using the escalation sequence provided below.

Escalation 1
General TB Support Contact
Tel.: +1 866 438 4703
email: support@telcobridges.com

Escalation 2
Luc Morissette
Director of Technical Support
Tel.: +1 514 862 8997
email: luc.morissette@telcobridges.com

Escalation 3
Marc St-Onge
Director of Sales Support
Tel.: +1 514 892 8993
email: marc.stonge@telcobridges.com

Escalation 4
Gaetan Campeau
President & CEO
Tel.: +1 514 865 8981
email: gaetan.campeau@telcobridges.com

To take advantage of this program, please contact your TelcoBridges sales representative.

TelcoBridges Contact Information

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