TB Support is TelcoBridges service and support program, created to provide technical aid to our clients and the end user (where applicable). Divided into two levels, TelcoBridges offers FREE service and support through its TB Support Standard and provides paid service and support through TB Support À la Carte.

TB Support Standard
Our first level, TB Support Standard, is free and accessible to all of our clients.

TBWiki
Accessible through http://docs.telcobridges.com, the TBWiki is designed with you in mind. From general product information, datasheets, installation guides, system configuration, regulatory compliance, use cases, interoperability best practices and more; find everything you are looking for on the TBWiki.

TelcoBridges forums
TelcoBridges gives you access to a network of clients who share their product experience. Browse our forums to find the answers to your questions. Register at: http://forums.telcobridges.com.

Online trainings
Developed to help get you up and running as soon as possible, TelcoBridges provides online training to introduce you to TelcoBridges, the Tmedia family, how to order, technical product info, and more. To access TelcoBridges online trainings, contact us today! For access to our online trainings, please contact your TelcoBridges representative and or your official TelcoBridges supplier.

Minor software upgrades
Keep your system running on the most recent version of our software. TelcoBridges gives access to our download site for quick and easy download of our software. To gain access to TelcoBridges download site, please contact your TelcoBridges representative and or your official TelcoBridges supplier.

Bi-annual trainings
Hosted twice a year, TelcoBridges invites its clients to participate in a day long training seminar.

If you would like to register for either of these sessions, please send your interest and contact information to: marketing@telcobridges.com. Six (6) weeks prior to each event TelcoBridges will send out invites to its entire client database and Client may register to attend at that time.

Standard warranty
With the purchase of any of our products, TelcoBridges provides a standard 12 month warranty, including advanced RMA and access to all major software upgrades. For full details of the standard warranty please refer to TelcoBridges Product Warranty Document (TBPW022011).

TB Support À la Carte

TB Support À la Carte provides you with clear service options to support your team. All service offerings included in the TB Support À la Carte are priced in US dollars and are purchased by our partners, clients and end users who need technical support direct from TelcoBridges. TelcoBridges sells its TB Support services through its partners and clients.

Technical support services
Staffed with professional and fully trainined engineers, TelcoBridges' TB Support Department offers a variety of remote technical support services to ensure that you get the most out of your TelcoBridges products. Our goal is to provide you with timely access to valuable technical information and expert personnel for day-to-day product support, configuration as well as emergency problem resolution efforts.

Terms & conditions
All services purchased fall under the same payment terms stipulated in TelcoBridges terms & conditions document for details.

Pricing
Please request a copy of TelcoBridges most recent price list for details of TB Support pricing and/or speak with your official TelcoBridges supplier.

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9 to 5 Support bank (5 hrs.)
The 9 to 5 support banks are sold in increments of 5 hours. Clients who purchase this service have access to the TB Support team Monday through Friday, 9:00am to 5:00pm EST/EDT & HKT, excluding recognised holidays:
North America holidays: http://www.statutoryholidays.com/quebec.php
Asia holidays: http://www.gov.hk/en/about/abouthk/holiday/

With the purchase of the 9 to 5 support bank, TelcoBridges will open a TB Support account for Client which will include the name of Client's company, contacts who are authorised to deduct hours from the bank, coordinates of these contacts and the allotted 5 hours will be assigned to the account as well. Client may choose to contact the TB Support team via: telephone, email, chat (MSN, Skype), other. With each contact, Client will be asked to present himself, provide basic contact info as well as brief description of the technical inquiry at hand. Time will be deducted per contact to the TB Support Team regardless of means of communication.

24/7 Support bank (5 hrs.)
The 24/7 support banks are sold in increments of 5 hours. Clients who purchase this service have access to the TB Support team whenever they need us day or night, week-day or weekend.

With the purchase of the 24/7 support bank, TelcoBridges will open a TB Support account for Client which will include the name of Client's company, contacts who are authorised to deduct hours from the bank, coordinates of these contacts and the allotted 5 hours will be assigned to the account as well. Client may choose to contact the TB Support team via: telephone, email, chat (MSN, Skype), other. With each contact, Client will be asked to present himself, provide basic contact info as well as brief description of the technical inquiry at hand. Time will be deducted per contact to the TB Support Team regardless of means of communication.

Remote installation (2.5 hrs.)
TelcoBridges TB Support Team will help you remotely install your TelcoBridges product and get you up and running. Limit of one remote install purchase per unit. If Client requires more than the two and a half hours allotted with the purchase of a remote install, the balance of the hours must be purchase through a 9 to 5 or 24/7 support bank, whether or not the additional hours are for the purposes of remote install.

Project completion guaranteed!
The TB Support Team guarantees 100% project completion, unless otherwise specified by Client. In the event that Client's project runs over the allotted time bank time, the TB Support Team will send you an email requesting a confirmation of the purchase of an additional package to complete the project. With the receipt of the email confirmation, the technical problem resolution will continue. The TB Support Team will send you the TB Support bank package that fits your given situation: 9 to 5 Support bank or 24/7 Support bank depending on the situation at hand and your preference. Client will be billed the amounts for the purchase of the TB Support and standard TelcoBridges standard terms and conditions will apply. In the event that Client requiring technical assistance is an end-user, TelcoBridges will transfer the associated amounts owing to the partner of said client.

Escalation procedure
In the event that your technical inquiry is not being resolved to your satisfaction, TelcoBridges has put an escalation procedure in place.
      1st escalation: Client will be put into contact with TelcoBridges Director of Technical Support
      2nd escalation: Client will be put into contact with TelcoBridges COO

Contact information for TB Support Team
TelcoBridges TB Support Team can be contacted by:

Canada tel.: +1-438-338-2100
Hong Kong tel.: +852-3749-9818
Email: support@telcobridges.com
Fax: +1-450-655-9511
For access through chat (MSN, Skype) Client must have worked at least once with TelcoBridges TB Support Team. Please request an email address from your TB Support representative.

Onsite training / onsite install
TelcoBridges offers professional onsite field services. These services help reduce your development time accelerate system deployments, and provide additional assurance in realizing the full benefits of your TelcoBridges products. Onsite field services are delivered by TelcoBridges product experts who bring extensive knowledge to meet your business and technical requirements.

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Whether it is for onsite training or an onsite install, contact us today and we can evaluate the number of days required to help get your project on track and or train your staff.

Extended warranty – before the expiry of the standard warranty (additional 12 months)
With the purchase of an extended warranty prior to the expiry of your standard warranty, TelcoBridges provides you with an additional twelve (12) months of coverage, as well as advanced RMA and access to all major and minor software upgrades.

Out of warranty repair service
1. The TB Support Team will evaluate your request and provide a Return Material Authorisation (RMA) number authorising the return of your product to TelcoBridges, if required.

    When contacting the TB Support Team, please be prepared to provide the following information:
    -   Your name, company name, telephone and fax numbers and email address
    -   Proof of purchase (part and/or model number and serial number of the product to be returned)
    -   Reason for the product return
    -   Your return shipping address

    RMA numbers are valid for thirty (30) days and are associated with a product serial number. RMA numbers older than ten (10) days need to be revalidated by calling the TB Support Team before the product is returned.

    Once an RMA number has been issued, a confirmation email or fax will be sent to you detailing the RMA number, product authorised for return, together with shipping instructions. Client is responsible for the risk of loss and shipping and handling fees when returning products.

    It is preferable that the original packing, including any anti-static and foam wrapping be used on all returned product. Should the original product packing not be available, then adequate packing should be used taking into account the method of shipment of the returned product. You are responsible for delivering the product to TelcoBridges safely and undamaged.

    The RMA number should be clearly marked on all returned product, boxes, packages and accompanying paperwork. RMAs received by TelcoBridges that are not clearly marked may experience delays in the processing of RMA requests.

    We recommend that all returned products be insured and that a tracking number be obtained for the shipment. To speed up the RMA procedure, the tracking number should be sent to the TelcoBridges TB Support Team as soon as the package is shipped.

2. TelcoBridges will check the returned product after receipt and validate that it conforms to the procedure described above.

3. All returned products without an RMA number will not be accepted by reception.

4. TelcoBridges will respond within 5 business days (after receipt of merchandise) with the status of the returned product; For out-of-warranty repairs, returned products will be tested to determine the defect. A fee of 25% of the current list price will be charged to repair the defective product. The product will be repaired upon receipt of a customer purchase order.

5. For returned products where no fault is found, a handling charge of $500.00 USD will be invoiced. The product will be returned to Client.

For questions regarding any of the items included in this document please contact your local TelcoBridges representative and or your official TelcoBridges supplier or email us at: marketing@telcobridges.com.

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