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

Major & minor software upgrades
If your TelcoBridges product is under warranty, you have access to both major and minor software upgrades FREE of charge. Keep your system running on the most recent version of our software. TelcoBridges gives access to our download site for quick and easy access to our applications. To receive a personalise login, 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. One session is hosted in Asia and one wis hosted in the Americas. Dates and times to be determined.

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 you 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 clear service options. All 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 require technical support direct from TelcoBridges. TelcoBridges sells its TB Support services through its partners and clients.

Technical support services
Staffed with professional, fully trained 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
TelcoBridges standard terms & conditions apply to the purchase of any services within the TB Support program.

Pricing
Pricing for services included as part of the TB Support Program can be found at: www.telcobridges.com/en/tbsupport.aspx

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 a 9 to 5 support bank, TelcoBridges will open a TB Support account for the 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. The 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 the 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 a 24/7 support bank, TelcoBridges will open a TB Support account for the Client which will include the name of the 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. The 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 the means of communication.

Standard response time (4 hours)
Regardless of your type of time bank, TelcoBridges standard response time is 4 hours.

Remote installation (2.5 hrs.)
TelcoBridges TB Support Team will help you remotely install your TelcoBridges produ ct and get you up and running. Limit of one remote install purchase per unit. If the 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 additional 9 to 5 or 24/7 support banks, regardless of whether 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 the Client. In the event that the 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 problem resolution. 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; TelcoBridges standard terms and conditions will apply. In the event that the Client requiring technical assistance is an end-user, TelcoBridges will transfer the associated amounts owing to the partner of said client.

TelcoBridges, at its own discretion, will provide the necessary Engineering resources outside of normal business hours (i.e. Monday to Friday, 9:00 AM to 5:00 PM eastern Standard Time) for problem resolution, to obtain a workaround, to modify software code or reduce the severity of the issue when the issue is isolated to a product that is in a production environment that renders the product inoperative or causes the product to fail catastrophically (e.g. critical system impact, system down). For all other situations, TelcoBridges, at its own discretion, will provide Engineering resources during normal business hours (Monday to Friday 9:00 AM to 5:00 PM Easter Standard Time) for problem resolution, to obtain a workaround, to modify software code or reduce the severity of the issue.

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

Tel:: +1-866-438-4703
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.

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. We typically recommend that onsite training or install be purchased in packages of 2 days (min.).

If you are interested in coming to TelcoBridges for training, at either the Head office or Hong Kong office, the costs of travel and lodging is the responsibility of the client/partner, and the days of training will be charged at the same hourly rate as 9 to 5 support, unless other otherwise agreed upon.

Extended warranty (additional 12 months)
With the purchase of an extended 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.

Software upgrades for out of warranty products
Clients with out-of-warranty product may upgrade to the next major software version through the purchase of a software upgrade. The cost of a software upgrade for out-of-warranty products is set at MSRP $2,500.00 – discount. The purchase of this type of software upgrade includes the major upgrade and all associated minor upgrades for that version.

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 MSRP $5,000.00 USD – discount 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 the Client.

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

TelcoBridges Inc. 91 de la Barre, Suite 01, Boucherville, QC, CANADA, J4B 2X6   info@telcobridges.com   www.telcobridges.com

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TB Support Contact Information

Corporate Information

TelcoBridges Inc.
91 de la Barre, suite 01
Boucherville, QC, J4B 2X6
CANADA

Tel.: +1 450 655 8993
Fax: +1 450 655 9511

info@telcobridges.com
sales@telcobridges.com
marketing@telcobridges.com

Escalation Procedure

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

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

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

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

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

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