TelcoBridges

TB support™
Service and Support Program
STANDARD | À LA CARTE

The TB Support Program is a two-level program that provides expert service and support made simple.

WELCOME TO
TB SUPPORT.™

TelcoBridges provides unparalleled support because we are dedicated to our products and dedicated to you.

TB support™
STANDARD

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

TB support™
À LA CARTE

Our second level, TB Support *À la Carte*, allows you to choose the support you need and go!

TB Support Standard is available to all of our clients, without restriction, and it is FREE of charge! You have unlimited access to:

- **TBWiki**

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

- **Forums**

TelcoBridges gives you access to a network of clients who share their product experiences. 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 Telco-Bridges, the Tmedia™ family, how to order, technical product info, and more. To access TelcoBridges online trainings, contact us today!

- **Minor software upgrades**

Keep your systems running on the most recent version of our software. TelcoBridges gives access to our download site for quick and easy download of our software.

- **Bi-annual trainings**

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

- **Standard warranty (12 months)**

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.

No more expensive, complicated, multi-level service packages! You know what you need, and we are there to support you. Choose the support you want and go!

Available to our clients, TB Support "À la Carte" provides you with clean and clear service options to support your team.

- **9 to 5 Support Bank (5 hours) Monday-Friday. Standard response time: 4 hours**

When you purchase one of TelcoBridges Support Banks you acquire peace of mind. Applicable for: remote installs, telephone, email, and online (MSN) support, Monday to friday, 9 to 5 EST time and HKT, excluding recognised holidays.*

- **24/7 Support Bank (5 hours) Standard response time: 4 hours**

We are there for you 24 hours a day, 7 days a week! This support bank guarantees you support when you need it! Applicable for remote installs, telephone, email, and online (MSN) support.

- **Remote installation (2.5 hours)**

We will help you remotely install your TelcoBridges product and get you up and running fast.

- **Onsite training / Onsite install**

A member of TelcoBridges Technical Support Team will come to your location for either onsite training or an onsite install.

- **Extended warranty (additional 12 months) and major software upgradest**

With the purchase of an extended warranty, TelcoBridges provides you with an additional 12 months of coverage, as well as advanced RMA and access to all major software upgrades.
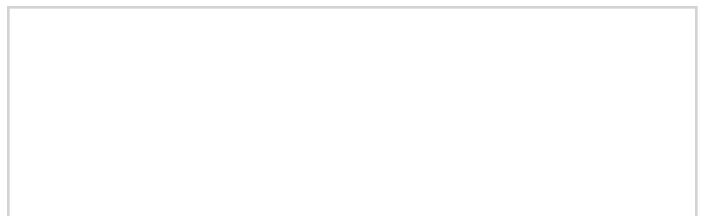
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* Please refer to www.telcobridges.com for a list of holidays which impact the 9 to 5 Support Bank.
  For pricing of the TB Support "À la Carte", contact TelcoBridges or one of our official partners.