



## TB Support *Services*

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### Description and Terms

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

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# Welcome to TB Support *Services*

*Offered exclusively to TelcoBridges customers*

TelcoBridges offers this program to ensure the highest level of technical support for its portfolio of products (Tmedia, Tsig, Ttrans).

## The offer

- Availability of remote technical support: 24 hours/7 days
- Response time: Maximum 1 hour
- Remote diagnostic support
- Extended warranty coverage on TelcoBridges products:
  - Includes the advanced replacement of the affected product (requires a return material authorization number which can be obtained from TelcoBridges)
  - Includes major and minor software upgrades
  - Please refer to your product warranty document for further details

## 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 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.

## Definitions

**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.

## Pricing

- Support fees for **TB Support Services**:

Service Code	Description	Fee*
SUPPORT-24-7	Support and maintenance services. Includes 24/7 support, standard response time of 1 hour, major and minor software upgrades, hardware warranty with advanced RMA protection. Excludes professional services. **	*

\*Please contact TelcoBridges for pricing information.

\*\*Remote 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 TelcoBridges for pricing information.

## TB Support *Services* contact information

### TB Support team – International 24/7 number

Tel.: +1 866 438 4703

[support@telcobridges.com](mailto: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](mailto:support@telcobridges.com)

### **Escalation 2**

Luc Morissette

Director of Technical Support

Tel.: +1 514 862 8997

email: [luc.morissette@telcobridges.com](mailto:luc.morissette@telcobridges.com)

### **Escalation 3**

Marc St-Onge

Director of Sales Support

Tel.: +1 514 892 8993

email: [marc.stonge@telcobridges.com](mailto:marc.stonge@telcobridges.com)

### **Escalation 4**

Gaetan Campeau

President & CEO

Tel.: +1 514 865 8981

email: [gaetan.campeau@telcobridges.com](mailto:gaetan.campeau@telcobridges.com)

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

**TelcoBridges Contact Information**

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