



Support Services

Description and Terms

Effective May 1, 2021

Revised January 19, 2024

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

Contents

Welcome to TB Support services	2
The offer	2
Surpassing your expectations.....	2
Definitions	3
Offers at a Glance	4
ProSBC Offers.....	5
Hardware Products Support Offers	6
Professional Services for all products:.....	7
TB Support Services Contact Information	8
Escalation procedure.....	8
TelcoBridges Contact Information	9

Welcome to TB Support Services

Offered to TelcoBridges customers

TelcoBridges offers this program to ensure the highest level of technical support for its portfolio of products.

The offer

- ProSBC Products
 - Standard 9-5 Support Services
 - Optional 24 hours/7 days Support Services
- ProSBC as a Service
 - ProSBC software initial installation and configuration
 - Monitored and managed instance
- Hardware Products
 - Standard 9-5 or 24/7 Support Services
 - Hardware Extended Warranty
 - Out-of-Warranty Repair
- Professional Services
- Training Services

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	15 days
Severity 2 - Limited	20 days	45 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. Response times varies depending on the support package paid. 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.

9x5 – During regular business hours for the TelcoBridges global service center in the customer's geographic territory. Service centers are based in America, Europe and Asia.

24x7 – Any time on any day, irrespective of the customer geographic territory

Standard Support – Includes: remote guidance during initial installation, installation troubleshooting, software upgrades, patches, and basic configuration assistance. Does not include services outlined under Professional Services.

Professional Services – Includes: remote installation, advanced configuration assistance, switch-specific SIP configurations, routing tables configuration, routing scripts, 1+1 HA configuration, transcoding resource integration, network diagnostics, or other network-specific configuration or diagnostic work.

Advanced RMA Protection – Includes: expedited delivery of an identical factory remanufactured unit.

Offers at a Glance

Includes	ProSBC	ProSBC+	ProSBC SAAS	HW-SUPPORT	HW-SUPPORT 24-7	PS9-5 Professional Services	PS24-7 Professional Services	PSTraining
Products	ProSBC License	ProSBC 1+1 License	ProSBC as a Service	Hardware Tmedia/Tsig	Hardware Tmedia/Tsig	ProSBC or HW-SUPPORT required	ProSBC or HW-SUPPORT required	ProSBC or HW-SUPPORT required
SBC License	Yes	Yes	Yes	No	No	No	No	No
Response Time	8 hours	1 hour	15 min	8 hours	1 hour	Pre-scheduling recommended	Pre-scheduling needed	Pre-scheduling needed
Availability	9x5	24x7	24x7	9x5	24x7	9x5	24x7	9x5
Access Means	Email/chat	Telephone email/chat	Telephone email/chat	Email/chat	Telephone/email/chat	Telephone/email/chat	Telephone/email/chat	Zoom
Training	No	No	No	No	No	No	No	Yes
Standard Support	Yes	Yes		Yes	Yes	No	No	No
Hardware Warranty	No	No	No	Yes	Yes	No	No	No
Professional Services	No	No	No	No	No	Yes	Yes	No
Expires	1 Year	1 Year	1 Year	1 Year	1 Year	1 Year	1 Year	N/A

ProSBC Offers

Product Code	Description
ProSBC	License to use ProSBC Software for 1 year from payment date. Includes 9x5 Standard Support via email or chat for ProSBC for 1 year from payment date. 8 hour response time. Does not include Professional Services. Price per session per SBC instance with minimum 500 sessions.
ProSBC+	License to use ProSBC Software with +1 license for 1 year from payment date. Includes 24x7 Standard Support via Telephone, email or chat for ProSBC for 1 year from payment date. 1 hour response time. Does not include Professional Services. Price per session per SBC instance with minimum 500 sessions.
ProSBC as a Service	TelcoBridges' carrier grade ProSBC session border controller software and managed services including installation and initial configuration. Includes monitoring of system and 24x7 Standard Support via Telephone, email or chat. 15 minutes response time. Does not include Professional Services. Price per session with minimum 50 sessions.

Hardware Products Support Offers

Includes Tmedia, Tsig.

Service Code	Description
HW-SUPPORT	9x5 Standard Support for Hardware products with response time of 8 hours, includes extended warranty on hardware with Advanced RMA protection. Does not include professional services.
HW-SUPPORT-24	24x7 Standard Support for Hardware products with response time of 1 hour, includes extended warranty on hardware with Advanced RMA protection. Does not include professional services.

Professional Services for all products:

Product Code	Description
PS9-5	9x5 professional support services via telephone, email or chat for ProSBC software, Tmedia or Tsig products. Pre-scheduling is recommended. Professional Service hours expire after 1 year. Online Purchase.
PS24-7	24x7 professional support services via telephone, email or chat for ProSBC software, Tmedia or Tsig products. Pre-scheduling is recommended. Professional Service hours expire after 1 year. Online Purchase.
PSTraining	Custom training provided remotely by TelcoBridges. Online Purchase.
ON-SITE	On-site training/install, per day (excluding travel, food and lodging expenses)

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>

TMedia Forums: <http://forums.telcobridges.com>

ProSBC Forums: <http://forums.prosbc.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

Sebastien Boyer

Vice President of Sales

Tel.: +1 450 300-3504

email: sboyer@telcobridges.com

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

TelcoBridges Contact Information

138 rue De La Barre
Boucherville, QC J4B 2X7
Canada
Tel. +1 450 655 8993
www.telcobridges.com
www.prosbc.com