

TelcoBridges launches TB Support; Continuously improving its strong support culture

Boucherville, QC, March 1st, 2011 – TelcoBridges Inc., the preferred hardware and software supplier for telecom resellers, system integrators, solution developers and service providers, today announced the launch of its TB Support Program. TelcoBridges is recognised for providing dedicated technical service and support, and TB Support further builds on this expertise. Available to all of TelcoBridges clients, the goal of the program is to answer every technical support need, faster than ever, keeping TelcoBridges clients one step ahead of the game.

“TelcoBridges is excited to announce the launch of TB Support. This program has been developed to formalise the technical support we provide to our clients. Our growing partner-base has increased the demand for detailed, hands-on, technical product knowledge” states Gaetan Campeau, President & CEO, TelcoBridges Inc. “TB Support answers every technical support need our clients have. Listening to and acting on, our clients’ feedback and requests has proven to be an extremely successful strategy for TelcoBridges in the creation and maintenance of long-term partnerships.”

TB Support is a two level program that provides expert service and support made simple. TB Support Standard is the first level and it is free and accessible to all TelcoBridges clients (both direct and indirect). TB Support À la Carte is the second level and it is flexible, paid service and support. The client can choose the support package that best fits their needs.

TB Support Standard offers various free support options including access to the TBWiki and forums, online trainings, minor software upgrades, and all aspects included in the standard warranty (12 months). This first level of support allows TelcoBridges clients to find answers to their questions independently, empowering them by providing free tools to resolve their technical issues. TB Support Standard also provides bi-annual trainings, where TelcoBridges clients are invited to attend a day-long, live seminar (one hosted in North America and one hosted in Asia). Dates, times and locations are yet to be announced.

TB Support À la Carte offers TelcoBridges clients the specific support products they have demanded at a competitive price. Two types of technical support time banks are available, clients can choose to purchase either a 9 to 5 or 24/7 support bank. Onsite training and onsite installation are offered as well as extended warranties which are applicable for all of TelcoBridges products both VoIP gateways and development platforms. Sure to be popular amongst service providers is the remote installation package which can be purchased per unit, and carries one of the most aggressive prices available in the industry for this type of support.

“TelcoBridges has invested in the development of as many free support tools as possible, to help get our clients up and running fast” explains Luc Morissette, Director Technical Support, TelcoBridges Inc. “And if our clients want customised technical support we will provide it. Our team is dedicated to delivering unparalleled support.”

For more information with regard to the TB Support and or its pricing, please contact your local TelcoBridges representative or visit www.telcobridges.com for more information.

About TelcoBridges

TelcoBridges designs, develops and manufactures carrier-grade telecommunications hardware and software. TelcoBridges brands include: Tmedia (VoIP gateways), Tdev (development platforms) and Tmonitor (real-time network monitoring). Its channel partners, including valued-added reseller, system integrators, and solution developers, have deployed carrier-grade solutions in over 60 countries worldwide. As a recognised leader within the telecom industry, TelcoBridges was ranked as #175 in Deloitte’s North American Fast 500 (2009), thanks to its revenue growth which exceeded 777% during the period spanning 2004-2008. TelcoBridges strives to continuously innovate, pushing the capacity of its products, providing the highest quality, highest-density in the lowest form factor possible. For additional information visit: <http://www.telcobridges.com>

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