

TFB provides support via telephone and through our online problem tracking software, available 24x7x365 for customers under warranty. Note that for extensive support for customers that are out of maintenance, TFB may charge a fee plus time and materials for support calls. TFB also may require a software update, which is free for customers under support, otherwise is for fee.

Contacting Technical Support

- Phone - 877-612-4TFB
- Email - support@tfbc.com

Phone Support via 877-612-4TFB

Dial 877-612-4TFB or send and email to support@tfbc.com.

Provide a description of the problem, including relevant pilots, splits, and the application(s) and systems involved. Also describe the frequency, first appearance and how to replicate the issue.

Your support call or email rolls to designated TFB support technicians. If ALL technicians are unavailable, **your voicemail message is sent immediately via email to all technicians**. Be sure to include contact information in any message left on the system.

Response from TFB

Standard Support For non-critical calls, TFB's goal is to respond by phone within 4 hours, although typically response is within 2 hours.
Critical Support For critical support calls, TFB's goal is to respond by phone within the hour, although typically response is much quicker.

Support Modes

Initial Callback The responding technician will take your information and record it on our problem tracking system. The technician will also provide immediate feedback, including an estimate of the amount of time required to resolve the problem.
Remote Troubleshooting For quick resolution, we may need to log on to your CTI Server via modem. Please ensure PCAnywhere is up and running on your system when you call.

Automatic Escalation

Your call is automatically escalated to a supervisor should no technician be available to acknowledge receipt of the call.

Followup and Resolution

Once the problem is resolved, the technician notifies the calling party, and closes the ticket. Information about the incident remains in our system for later reference.