



24/7  
support from  
\$7 per user

# eb rapidresponse

## Beyond Helpdesk

- ✓ Technical Support
- ✓ Training & Certification
- ✓ Software Updates
- ✓ Warranty Extension
- ✓ 24/7 Emergency
- ✓ Next-Day Shipment
- ✓ Worldwide

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(+1 888 433 4326)

[www.critical-links.com](http://www.critical-links.com)  
[sales@critical-links.com](mailto:sales@critical-links.com)

Make the most out of your edgeBOX™ with Critical Links' post-sales support program!

Critical Links' eb\_rapid\_response gives you the flexibility to choose between the following options:

- 1 Critical Links provides support**
  - Peace of Mind – comprehensive support backed by SLAs
  - Responsiveness – 24/7 availability to quickly address any issue
  - Reduced Costs – eliminate need for expensive in-house IT staff
- 2 Develop in-house support capability**
  - Product Expertise – In-depth technical courses with certification
  - Troubleshooting/Maintenance – with tier-3 support provided by Critical Links
  - Scaling the Capability – “Train the trainer” courses to scale-up internal support capability



ROUTER



QUALITY OF SERVICE



WIFI



STORAGE & PRINT



VOIP



NETWORK ACCESS



SECURITY



COLLABORATION



Choose the option that best fits your business!



	Bronze	Silver	Gold
Software Updates	✓	✓	✓
Business hours support		✓	✓
Warranty extension		✓	✓
Emergency 24/7 support			✓
Next-day shipment			✓

\* Services also available individually.

### Critical Links supports edgeBOX™ customers worldwide

- 24/7 Emergency
- Next-day shipment
- Phone and E-mail support during business hours
- edgeBOX™ warranty extension
- Remote software updates

### World-class technical support delivered by Critical Links

Silver and Gold packages include tickets that can be used for technical support.

	Office	Business	Enterprise
	4 tickets/year	7 tickets/year	12 tickets/year

Additional packs of support tickets can be purchased to top-up your support contract.

### Critical Links Technical Certification



Train your staff to manage your voice and data network entirely on their own!

- ✓ Establish support procedures and SLAs
- ✓ Create in-house training capability
- ✓ Develop specialized skills

#### Critical Links certifications available:



#### CLCE - Critical Links Certified Engineer

- Web-based training at your own pace
- Learn how to cope with the majority of scenarios commonly faced
- Step-by-step how-tos for SMB and Branch-Office deployments



#### CLCP - Critical Links Certified Professional

- 2-day instructor-led course
- Covers advanced edgeBOX™ configurations and solutions
- Q&A session to address customer specific requirements

### About Critical Links

Critical Links is a global provider of converged voice, data and IT solutions for Small and Medium Businesses (SMBs) that dramatically simplify and cost-reduce by consolidating over a single scaleable and fault-tolerant platform.

Critical Links' flagship product, the edgeBOX™ is an award winning multi-function gateway appliance that includes VOIP/IP-PBX, VPNs, security, NAC, QoS and a WiFi access point as well as a fax-server, web server, e-mail server, print server and data storage; it is available on a range of hardware platforms that support up to 300 users, with different form factors and a host of broadband interfaces such as BRI/PRI(T1/E1), FX0/FXS, Ethernet, etc. Critical Links typically serves SMBs through a global network of VARs, System Integrators, OEMs and Service Providers.

Get your eb\_rapid\_response program up and running now!

Please contact your local Critical Links representative or you can contact us via one of the following and we will guide you through the simple process of signing up to our eb rapid response program!

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