

Support

Our customer support team is a group of highly knowledgeable, experienced support specialists. They provide a comprehensive range of personal and interactive services and training to keep customers connected and operational 24 hours a day, 7 days a week.

Registered Bridgewater Systems' customers benefit from:

- 24/7 toll-free telephone support .
- Rapid response to email support requests during regular business hours.
- Remote dial-in analysis and error corrections.
- Proactive problem tracking.
- Secure customer website that delivers training, documentation, and customer-specific diagnostic information.
- Product updates and downloads.

The Customer Self Service portal is a password-protected website to provide our customers with documentation, product updates, and news.

If you are a customer or partner of Bridgewater Systems requiring support, please contact us at:

Support Toll Free:

North America and Puerto Rico : +1 877 943 3772
Mexico (Avantel, Telmex): +00 1 800 514 3772
Spain : +900 967060
Global*: +00 800 9433 7726 (00 for most of Europe)

Support Non-Toll Free:

North America : +1 613 271 2019
International: +011 613 271 2019

E-mail: support@bridgewater.com

*Coverage in Australia, Belgium, Denmark, Finland, France, Germany, Hong Kong, Ireland, Israel, Japan, Malaysia, Netherlands, New Zealand, Norway, Singapore, South Korea, Sweden, Switzerland, and the United Kingdom.

About Bridgewater Systems

Bridgewater Systems, the mobile personalization company, enables service providers to efficiently manage and profit from mobile data services, content and commerce. The company's market leading mobile personalization portfolio provides a real-time, unified view of subscribers including entitlements, devices, networks, billing profiles, preferences and context. Anchored by Bridgewater Subscriber Data Broker™, the portfolio of carrier-grade and standards-based products includes the Bridgewater® Service Controller (AAA), the Bridgewater® Policy Controller (PCRF) and the Bridgewater® Home Subscriber Server (HSS). More than 150 leading service providers including America Movil, Bell Canada, Clearwire, Cox, Hutchison Telecom, Iusacell, Scartel, SmarTone-Vodafone, Sprint, Tata Teleservices, Tatung, Telmex, Telstra, and Verizon Wireless use Bridgewater's solutions to rapidly deliver innovative mobile services to over 150 million subscribers. For more information, visit us at www.bridgewater.com.

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