Bluetent Support Policies

8:30 AM - 5:30 PM MST

Monday – Friday (excluding Holidays)

support.bluetent.com

Submitting a ticket is our preferred method, however, you may still also call and leave a voicemail; your message will be returned in the order in which it is received.

+1 (970) 704-3266

Emergency Support is available After-Hours for severely degraded services.

Support Policies

- Support is defined as technical work required to maintain a current level of functionality.
- Bluetent Support will address tickets based on urgency and the order in which they are received.
- Our Service-Level Agreement is to resolve cases within 5-7 business days. Our goal is to resolve cases as quickly as possible, but resolution time is dependent on case complexity and volume of cases. For particularly complex cases, we may not be able to resolve cases within 7 business days.
- We are not able to provide support for third-party related issues, i.e. Property Management Software (PMS), Distribution channels (ex. Airbnb, Booking.com, etc.), tracking systems, etc.
  - If you have updated property data within your PMS and that data is not updating/displaying on your website, please allow some time for data to propagate through the API. Please note that times for updates vary both on the PMS and the types of data being updated.
- What's included in support? The support portion of your monthly subscription fee includes assistance from Bluetent Support staff, along with 24/7/365 access to the Bluetent's Customer Portal.
  - Access to the customer portal to submit requests 24/7/365
  - Access to relevant documentation
  - Business hours confirmation/validation of PMS API feed data

- Business hours refresher trainings on features listed in the scope section of this proposal
- Business hours resolution of non-PMS-related bugs, issues, defects

Regular Support Requests

Rezfusion Cloud/Essential websites

- Documentation is available for common issues and can be found here in our [Rezfusion Cloud/Essential User Knowledgebase](#).
- Support Subscription is accrued monthly at one hour per month. If support requests exceed one hour per month, additional support budget would need to be purchased.
- Making changes or adding content to your website does not fall under Support Subscription and would require purchasing budget for changes. Please see your signed Cloud/Essential contract for further details.

Rezfusion Pro and Custom websites

- Support Subscription is dependent on support plan. If support requests exceed your support plan, additional support budget would need to be purchased.
- Changes, enhancements, and new features are not included in Support Subscription and would require purchasing budget. Please see your signed Pro or Custom contract for further details.

Rezfusion Boost (for connecting to Airbnb, Booking.com, etc.)

- Please note that we do not offer after-hours support for Boost. However, documentation is available for common issues and can be found here in our [Rezfusion Boost User Knowledgebase.](#)
- If you feel that you are having an "emergency" issue with your listings on either Airbnb and/or Booking.com, searching our knowledge base will provide you with an immediate resource until we are able to assist you next business day (popular topics include [Send a New Property to Airbnb](#), Unpublish Listings, Set Blackout Dates).

Rezfusion Hub

- Documentation is available for common issues and can be found here in our [Rezfusion Hub User Knowledgebase](). <u>Please note that we do not offer after-hours support for Hub</u>.

Email/Marketing/SEO

- Subscription Support is not available for these services. Please fill out a contact form for more information on our marketing consulting services.

EMERGENCY Support Requests – Business Hours

- Emergency Support is available to respond to urgent issues during business hours Monday through Friday, 8:30 AM-5:30 PM.
- Emergency Support Requests should be reserved for severe degradation of services such as your site being down or inability to process bookings.
- Our system will notify our Support team immediately, with escalation as top priority.

Emergency Support – After-Hours

- Bluetent offers after-hours support for severe degradation of services.
- Please complete the online After-Hours Emergency [Support form]() to notify Bluetent of your issue.
- If your support request qualifies for After-Hours support, your ticket will be addressed as soon as possible. If your support request does not qualify for After-Hours support, your ticket will be addressed the next business day.
- Qualifying issues are limited to:
    - Website is down
    - Vacation Rental searches are not working
    - All or most listings are not functioning
    - Online booking on the website is not functioning

Billable vs. Non-billable

- Subscription Support is accrued monthly at one hour per month for Essential/Cloud and Boost Products and is considered non-billable. This is provided to ensure that customers receive stable, uninterrupted service and can find answers to questions they may have about service features and proper usage. Pro and Custom subscription support is dependent on the client's subscription plan.
- Custom changes to Pro and Custom sites are considered billable. If we determine that a support request falls outside the scope of your service plan, Bluetent will provide a time estimate and seek approval prior to incurring any billable effort.
- Requests requiring escalation to engineering or production teams may be deemed billable at the sole discretion of Bluetent.
- Documentation is provided for common issues to Essential/Cloud and Boost Products. If you would rather our staff complete the tasks noted within our documentation on your behalf, this would be considered billable.

<u>Bluetent hourly rates as of June 2020</u>

- **$195 per hour On-Demand**
- **$165 per hour Pre-paid Production Plan, aka "P4", (minimum 5-hour retainer in 5-hour increments, if needed) or $160 if you are paying by ACH**