



8:30 am - 5:30 pm Mountain

Monday - Friday

Ticket and Phone Support

24/7/365

After Hours - Weekend - Holiday

EMERGENCY Ticket Support

Ticket	Phone
https://support.bluetent.com	(970) 704 3266

Regular Support Requests

- 3-business hour response target including resolution timeframe (often less)
- 2-business day resolution target for basic requests handled by support engineers (often less)
- 5-business day resolution target for requests requiring code or configuration updates by senior engineers (depends on complexity and testing requirements)
- Proactive notification of any changes to estimated resolution timeframe or charges
- Regular hourly rates for any billable requests* (see billable vs. non-billable)

EMERGENCY Support Requests - Interruption of Service

- Applicable to interruptions or severe degradation of service
- Immediate proactive notification of support and hosting operations staff 24/7/365
- Immediate promotion ahead of regular support requests
- Only option for after hours and weekend response
- Submitted online via <https://support.bluetent.com>
- 2 x Regular hourly rates (double) for any billable requests* (see billable vs. non-billable)



* Billable vs. Non-billable

Fee-free support for subscription services 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. Bluetent also offers billable support services on issues ranging from CMS best practices to facilitating setup and troubleshooting of 3rd party services and tools. If we determine that any 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.

EMERGENCY requests will be handled immediately and will be billed (where applicable) without seeking prior approval.

Examples of Billable vs. Non-Billable Support Requests	
Included: Non-billable Examples	Billable Examples
<ul style="list-style-type: none"> • Diagnosing connection or access errors related to service platform • Verifying that our service platform systems and architecture are running, accessible and functioning properly • Setting up Bluetent services as per service description • Planning/execution/communication of managed service included features such as regular security updates • Purchasing or renewing Bluetent services • Communications regarding billing and payments for subscription services • Discussion of benefits and applicability of other products or services available from Bluetent 	<ul style="list-style-type: none"> • 3rd party DNS failure prevents access to site or service • Customer cannot access site or service due to customer network connectivity or IT/firewall issues • Customer or customer representative mis-configures site or service • Customer needs advice on recommended best practices or available CMS modules to achieve a particular task • Customer requires Bluetent to install, configure or otherwise facilitate custom CMS features or 3rd party tools • Customer requests custom design, programming, configuration or consulting services. • Any work Bluetent determines to be outside of the scope of services purchased.

Bluetent hourly rates as of January
2017 \$180/hr On-Demand
\$150/hr Pre-paid (minimum 5hr block)