



Document of Expectations | Eggplant Support

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Overview

This document between our hosting, consulting, and development clients and Eggplant Active Media Workers' Collective (EAM) serves to establish an understanding for communication, support, and service.

Introduction

Thank you for choosing to work with Eggplant Active Media Workers' Collective. We appreciate the choice you have made to support the kind of work we do.

We have created this document to give you an understanding of what level of support and communication you can expect from us during the time we are working together. It serves you to have a clear understanding of what you can expect from us, how to reach us, and how to get the attention you need.

If you are an Eggplant Extended Service customer or have an existing support contract with us please disregard this document and refer to the conditions established in our other agreement.

How to find an answer to your question

We diligently maintain documentation of our various services as well as helpful tips and tools at the Eggplant Clients Area. The Clients Area is available to you at:

<http://clients.eggplant.coop>



Username: client

Password: eamorg

How to submit a support request

Support requests should be emailed to support@eggplant.coop

Please provide useful, descriptive, relevant information. We support many clients and want to make such support as smooth as possible. When you submit a support request please be as clear and detailed as possible. For example, if you are having trouble logging in, please explain the problem as accurately as possible. Instead of saying "I can't login. Any ideas?", instead please say "Whenever I try to login, the login screen just reloads without an error message. I know my username and password are correct. Any ideas? Thanks." Such details will help us more speedily identify the problem, and respond to it. Also, include any error messages, screen-shots, or diagnostic information that you have available to you. Things like your web browser version number and your operating system are most helpful.

What you can expect

Support requests will be addressed within 48 hours. Whenever possible the support request will be resolved within that time frame. If resolution is not possible within 48 hours we will contact you to let you know the status of the issue and try our best to give you a time frame until resolution.

How to get emergency assistance

In the event that you need assistance immediately for a timely issue we offer emergency 24-hour phone support. The number to call is 877-272-7552. If you do not reach us directly, leave a message and it will reach us in a variety of ways immediately.

How not to submit a support request

We do not offer phone support as a basic service to our customers. Phone support is available as part of our Eggplant Extended Support program. For more information on Extended Support and what it offers please see the attached document.

Costs

At the advent of a support request we will do our best to evaluate the situation and determine if it falls into one of two categories: System Failures or User Support.

System Failures are errors or interruptions in service between EAM and client. They include things such as service outages. These support requests are not charged to your account.

User Support is personalized assistance, changes to existing or agreed-upon website variables or content, and assorted technology consulting. Support that prove to be user



errors will be billed as user support. This includes failure to consult provided documentation and failure to retain completed training of EAM systems and services.

Once the nature of the support request has been determined the support request is considered a billable or non-billable item. Support that prove to be failure in our service to you are not billable. All other support is billable according to the following:

Type of Support	Hourly Rate	Billed How
User Support Request	75	1/4 hour increments
Emergency Assistance	125	1/4 hour increments

Requests for new service *are not* considered user support and are not billed as such.

Further Support Options

If you feel that the conditions in this document do not fit your needs we encourage you to upgrade to Eggplant Extended Service or a customized support contract. Eggplant Extended Service offers a greatly reduced hourly rate, phone support, and 24-hour turn-around time. See <http://eggplant.coop/services/support> for more information