

Bamboo Solutions Support Plan

Bamboo support includes:

- Problem isolation and identification, as related to Bamboo products
- Bamboo error message analysis and resolution
- Bug reporting and follow-up
- General advice on product issues involving usage, implementation, licensing, operation, and functionality (Please note that this does not include how to implement products for specific business use cases, nor does it include step-by-step assistance with installing the product in a user environment)
- Unlimited access to our knowledge base, community forums, blogs, usage tips, and useful product information
- Up-to-date information on current releases, product compatibility, restrictions, enhancements, workarounds, and fixes

Bamboo support does NOT include:

- Bamboo Product Training for administrators or end users
- Design and Configuration Services for Bamboo products
- System/SharePoint administration NOT related to Bamboo products
- Debugging or inspecting non-Bamboo products or implementations that contain user-written code
- Support of Bamboo products on non-standard or inadequate system environments
- Technical support for end of life software releases, as defined by Bamboo

Support Services

Severity 1 & 2* initial response goals	4 business hours
Method of contact	My Bamboo Support Portal, Phone Callback and Web Meeting**
Number of annual incidents	Unlimited
Support hours	8am-6pm EST/EDT*** Please contact our sales team about after-hours support
Number of designated support contacts	4
Access to hot fixes and bug fixes	Yes
No cost product upgrades	Yes

Please note that Bamboo's support staff is trained to work with SharePoint Administrators, Developers, and expert power users.

* SEVERITY LEVELS

Severity One (Urgent)	Severity Two (Important)	Severity Three (Medium)	Severity Four (Low)
A production problem which may severely impact the client's production SharePoint environment or Bamboo products; systems are down and no procedural workaround exists.	A production issue during which service is degraded. While time-sensitive, the overall business impact is minimal.	A medium-to-low impact problem in which there are issues in the production or other environments which need to be resolved, but which are not time-sensitive. This severity level may also apply to questions about functionality.	A general usage question, recommendation, or request. There is no impact to production or other environments.

** Bamboo offers outbound phone and Web meeting communication on an as-needed basis.

*** Bamboo's official support hours are 8am-6pm EST/EDT. During the summer, EDT is used and is GMT -4. During the winter, EST is used and is GMT -5.



© 2017 Bamboo Solutions. All Rights Reserved.

1893 Metro Center Drive, Suite 105, Reston, Virginia 20190, USA

1.877.226.2662

1.703.964.2002

bamboosolutions.com