

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 Call-back, and Web Meeting**
Number of annual incidents	Unlimited
Support hours	8am-5pm EST/EDT*** After-hours support is also available 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.

What You Can Expect

The time required to resolve support questions will vary based upon your specific SharePoint implementation. Our promise to you is to begin problem resolution within the response time period of your severity, and that we will make every reasonable attempt to diagnose and resolve issues in a timely manner. Bamboo Solutions does not guarantee a specific resolution time.



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* 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.

The Support Process

Help us to help you better by using the [Support](#) portal to report issues to our Support Team. Include as much detail as possible when reporting issues, including exact error messages and specific steps to reproduce the issue. Please include screen shots, ULS logs from the time of the error, and a current copy of the applicable web.config file if possible.

When you submit a ticket using the [Support](#) portal you will receive an automated acknowledgment via email that may include links to [Product Forums](#), the [Knowledge Base](#) and [Online Documentation](#). If you do not receive the email, please check your spam/junk email folder for the message.

- A Bamboo Support Engineer will attempt to contact you within the time period determined severity of your issue. We may be able to resolve your issue immediately, however, more commonly, we will request that you follow a particular course of action and then attempt to replicate and diagnose the issue.
- A Support Engineer may request to contact you via telephone or web meeting in order to more quickly collect information about the issue.
- A Support Engineer may ask you to temporarily change your Bamboo configuration, SharePoint configuration and/or reinstall your Bamboo product as part of the troubleshooting process.
- If these steps do not result in a solution, your Support Engineer will escalate the issue to a Senior Support Engineer and then to our Engineering Team, who will again attempt to replicate the problem, diagnose the root cause, and make a recommendation.

Issue Resolution

Once an issue has been registered through [Support](#), resolution is defined as accomplishing any one of the following:

- Providing a reasonable solution to the issue
- Providing a reasonable work-around to the issue
- Determination by Bamboo that the issue is an enhancement request and forwarding the request to Bamboo Product Management for future consideration
- Escalation by the Bamboo Support team of the incident/product defect to Bamboo Development for review.

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

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



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