

Beanbasket Support Plans/Policy

Support Plans provide consistent and reliable access to Beanbasket Support staff time. Support Plans are available for a minimum of 12 months. This period of time allows Beanbasket to plan and staff according to a predictable model of customer's needs.

Free Support

- Bug resolution
- Standard component functionality questions that are not covered in the KnowledgeBase. These will be non-store, non-integration specific questions such as how Gift Certificates work.

Fee-Based Support

- Information covered in the KnowledgeBase, but the customer would like a more personalized walkthrough.
- Time spent in analysis and design of a customer integration, or core feature being sponsored by a customer.
- Development time spend on a customer sponsored feature.
- Consultation services for store enhancement.
- Integration time spent on enhancements.
- (essentially anything not covered in Free Support)

The following rules govern how Support Plan time is allotted and utilized:

- All work requests will have estimates assigned.
- Monthly time purchased as part of a Support Plan is guaranteed to be utilized within each month, provided the approved work requests are arranged by the first business day of the month.
- If there are not enough approved work request hours to fill the monthly plan, we will make every effort to accommodate additional, late entry (in-month) requests, but will not guarantee the consumption of the entire plan time. (This gets to alleviating the month-end rush where all customers are expecting all time to be used in the last week of the month.)
- Plan hours to not accumulate, or roll-over to subsequent months.
- Beanbasket will make available additional Support Hour Bundles. These Support Hour Bundles will be available to Support Plan participants only, with a per hour rate that matches your Support Plan hourly rate. These hours will be able to be purchased on a "first come, first served" basis.. The number of hours available during any given month will vary depending upon available Beanbasket resources. A schedule of available Support Hours will be published.
- Time remaining after fulfilling the Support Plan hours and the Support Hour Bundles will then be spent on non-Support Plan participants. Beanbasket WILL provide time on a monthly basis for non-plan hours, but how much time each month will have cannot be guaranteed.
- All Support Plan and Hour Bundles are non-refundable commitments.

To summarize, the following priority scale is used:

- Support Plan hours
- Purchased Support Hour Bundles
- Non-Support Plan requests

On-Demand Support Time

- Work that is requested to be done within five business days will be billed at two times full Support rates for non-plan customers.
- When there is available capacity to perform work for plan customers, their normal rate will be charged. If there is no available capacity, the double full rate will be charged.

Tracking

- All tickets need to have estimates and time recorded.
- Actual time spent will be recorded in the time reporting log.
- Billable time will be reflected in the estimate.

Monthly Support Plans
Includes
Priority support and scheduling
Reduced Hourly Rate

Regular Rate \$125/hr

Support Plans/Blocks				
	Hours	Hourly Rate	Discount	Monthly fee
<i>Minimum Support Plan</i>	4	\$ 105	16%	\$ 420
	8	\$ 95	24%	\$ 760
	12	\$ 85	32%	\$ 1,020