

Beanbasket Support Plan Overview

What are Support Plans?

Support Plans provide consistent and reliable priority access to Beanbasket Support staff resources. This proactive approach allows Beanbasket to work with you on effectively planning and utilizing resources to help grow your online business. The advantages of being on a Support Plan include:

- Priority support ahead of non-support plan clients.
- Up to a 32% discount off of our normal hourly rate.
- Access to additional hours at the discounted hourly rate.
- Improved and predictable action and resolution of work requests.

How do Support Plans work?

- Clients on a Support Plan are required to provide and/or rank requests in priority order by the first business day of every month. Doing so will guarantee that monthly time purchased as part of a Support Plan is utilized within each month.
- All work requests will have estimates assigned and will be completed in the priority order requested by the client.
- If there are not enough approved work request hours to fill the monthly Support Plan hour allocation, Beanbasket will make every effort to accommodate additional, late entry (in-month) requests. In this scenario, Beanbasket cannot guarantee the consumption of the entire plan time.

What if additional support hours are required beyond what is in a Support Plan?

On a monthly basis, 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 can be purchased on a "first come, first served" basis. The number of hours available during any given month will vary depending upon the availability of Beanbasket resources. A schedule of available Support Hours will be published to clients that are utilizing Support Plan services.

What services are included in a Support Plan?

- Information covered in the Knowledge Base, but the customer would like a more personalized walkthrough.
- Time spent in analysis, design and communication of a customer Web store integration, or core feature being sponsored by a customer.
- Development time spent on a customer sponsored feature.
- Consultation services for a store enhancement.
- Integration time spent on store enhancements.

What happens to unused Support Plan hours?

Plan hours do not accumulate or roll-over to subsequent months. To help minimize this scenario, Beanbasket will be glad to provide assistance with planning the correct amount of support plan hours to meet your short and long term business objectives.

All Support Plan and Hour Bundles are non-refundable commitments.

What if priority time is required for a critical, time sensitive work request?

We realize that there are situations that come up when a work request has a very strict or accelerated timeline. In response to these requests, Beanbasket can provide priority support for work that is requested to be done with a strict deadline of 5 business days or less. This priority support will be billed at two times the non-discounted support rates (\$250/hr) and will be subject to resource availability.

Beanbasket Support Plan Fees

Monthly Support Plan Fees – One Year Commitment Required		
4 allocated hours per month	Discounted Rate (16%) - \$105/hr	Monthly Fee - \$420
8 allocated hours per month	Discounted Rate (24%) - \$95/hr	Monthly Fee - \$760
12 allocated hours per month	Discounted Rate (32%) - \$85/hr	Monthly Fee - \$1020