



Blackhawk Technology Consulting LLC

Blackhawk Complimentary Support Offering Datasheet

Overview:

Blackhawk Technology Consulting LLC offers 30 consecutive calendar days of complimentary support on all of our services, solutions and products. Services, solutions and product support requests will be submitted via our support site and responses will be sent via e-mail. This complimentary support can be obtained by submitting a support request from: support@blackhawk-tech.net. You will be given an opportunity to search our Knowledge Base for articles that may give you the information needed immediately or you may continue on to file a support request. You can also access our documentation, discussion forums and other resources from our support site at: www.blackhawk-tech.net/support.html.

Blackhawk Complimentary Support Offering Features:

The following features can be found in the Blackhawk Complimentary Support Offering:

Hours of Operation: 12 hours a day, Monday through Friday

Length of Service: 30-day from service, solution or product installation

Services Support: Yes

Solutions Support: Yes

Product Support: Yes (Level 1 and 2)

Consulting Support: Yes

Method of Access: Web only

Response Method: E-mail only

Remote Support: Yes

Access to Blackhawk Support Site: Yes

Access to Blackhawk Discussion Forums and Knowledge Base: Yes

Number of Support Requests: Unlimited

Target Response Times: Web

Severities 2, 3 and 4 - 24 hours from time of Submission

Additional Information:

For additional information about our support offerings please call: 541-505-7229 or refer to our Blackhawk Support Guide in this packet.

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