



Blackhawk Technology Consulting LLC

Blackhawk Per Incident Support Offering Datasheet

Overview:

The Blackhawk Per Incident Support Offering is designed to meet the needs of individual consumers or customers with no or small data centers and software development organizations.

An incident is defined as a question relating to a specific service, solution or product and may involve several interactions with technical support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues.

Blackhawk Technology Consulting LLC offers per incident support for all of our services, solutions and case-by-case-basis for the products that it sells, allowing access to support as you need it. With per incident support, customers can choose to log cases and receive responses wither through the web or via the phone, depending on the service, solution or product.

Blackhawk Per Incident Support Offering Features:

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

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

Length of Service: Valid for one year after purchase of the incident

Method of Access: Web and phone

Response Method: Phone and e-mail

Access To Blackhawk Support Site: Yes

Access to Blackhawk Discussion Forums and Knowledge Base: Yes

Per Incident Support Options: 1-, 3-, 5-incident packs

Target Response Time: 4 business hours for severity 1; next business day for all other severities

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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