



Blackhawk Technology Consulting LLC

Blackhawk Silver Support Offering Datasheet

Overview:

The Blackhawk Silver Support Offering is designed for businesses that purchased any of our services and solutions which have a 2-month support plan which is included in the price of your service or solution. Silver support requests are submitted via the Blackhawk Support web site only. Subscribers to this service should take advantage of our online knowledge base, documentation and discussion forums. Developers, test engineers and help desk personnel requiring the ability to contact Blackhawk Support by phone should consider the Blackhawk Gold Support Offering.

Blackhawk Silver Support Offering Features:

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

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

Length of Service: 2 months

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

Remote Support – Yes

Access to Blackhawk Support Site – Yes

Access to Blackhawk Knowledge Base – Yes

Maximum Number of Support Admins per Contract – 2

Number of Support Requests – Unlimited

Target Response Times: Web only

- Severities 2, 3 and 4*

Note: *Severity 1 support requests are not included in this offering.*

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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