

HOSTING CONTROLLER SUPPORT OPTIONS

Technical Support Programs



Hosting Controller Inc.

www.hostingcontroller.com

Hosting Controller Inc.
Your Cloud Automation Solution

An Overview Support @ HC

This guide provides details of available support options for our customers. At HC we understand that your business software is critical to the day to day activities. To ensure you a quicker support different options provide you peace of mind that you always have the backup service, support and expertise you need on demand via a number of different options such as phone, email and live chat.

Refer to following resources to find resolution for most common questions about the software.

Community Forums	Discuss issues and information with Hosting Controller team and other customers. Our forums are monitored by operations and product development teams. Our Forums are open to all and available at no additional charge: http://forum.hostingcontroller.com/default.aspx
Support Portal	In Support Center you may login to Customer Portal to open new ticket, check the status of an existing ticket and read latest product news and updates. https://portal.hostingcontroller.com
Knowledgebase	Browse through hundred to articles and frequently asked questions to find a solution to most common questions: https://portal.hostingcontroller.com/kb/root.aspx
Online Documentation	In Online Documentation you may browse through the help pages for all HC products. Here you will find resources like guides, manuals and tutorials. https://docs.hostingcontroller.com
Resource Center	We want to help you make an informed decision on what type of product and service is best for you. This is why we have decided to maintain a repository of internally and externally authored white papers and webinars. We provide these resources in the interests of enhancing your understanding of various aspects of web hosting including Shared Hosting, Enterprise Applications and Virtualization. http://hostingcontroller.com/Resources/Overview-HC-Resources.html

Support Plans

In order to get technical support assistance all customers must have valid SSUP (Standard Support and Upgrade Protection). Customers with active SSUP are entitled to contact support via ticketing system.

Our evaluating customers receive free standard support for 30 days during the evaluation period.

Evaluation Support

Evaluating customers get software support services during business hours (Monday through Friday)

Standard Support

Standard Support that comes with upgrade protection is commonly known as (SSUP), provides software support services during business hours (Mon-Fri 9am – 5pm) EST.

Priority Support

Priority Support program with Upgrade Protection also called (PSUP) provides 24/5 software support services, better response times for critical issues and invitation to participate in BETA programs.

Premier Support

Premier Support services are offered to Enterprise Class companies. It is a customizable service offering designed to help organizations maximize their IT investments and maintain enterprise systems at peak performance levels. Premier Support provides customers with direct, preferred access to Hosting controller through a customized packaging of support options. This personalized support relationship is managed and guided by a Technical Account Manager (TAM) assigned to customer that ensures effective usage of the service and provides a direct link to Hosting Controller with the goal of providing a service that leads to the highest level of satisfaction.

Premier support provides an enhanced support experience with improved problem resolution response times and increased access to proactive support services. It provides a comprehensive selection of support resources to choose from including problem resolution services, proactive prevention resources, online training and online information sources. This provides customer with direct, preferred access to Hosting Controller's best technical experts by email and phone for 24x7 coverage of their Hosting Controller environment based on Microsoft technologies.

Support Options Comparison

Services	Evaluation Support	Standard Support	Priority Support	Premier Support
Hours of Operations	Standard Working Hours	Standard Working Hours	24x5	24x7
After Hours Support	N/A	No	During Weekdays	Yes
Plan Duration	30 Days	12 Months	12 Months	12 Months
Email Support	Yes	Yes	Yes	Yes
Live Chat Support	N/A	No	Yes	Yes
Telephone Support	N/A	No	Partial	Yes
Access to Support Portal	Yes	Yes	Yes	Yes
Public Forums	Yes	Yes	Yes	Yes
Issue Tracking & Prioritization	N/A	No	No	Yes
Product Upgrades	N/A	12 Months	12 Months	12 Months
Priority Support Patches	N/A	No	No	Yes
Help with Patches	N/A	No	Yes	Yes
Help with Version Upgrades	N/A	No	No	Yes
Past Version Support	N/A	No	No	Yes
Remote Session Trouble Shooting	Partial	No	Yes	Yes
Shared Remote Sessions	No	No	10 Remote Sessions a Year	50 Remote Sessions a Year
Online Training Session	30 Minutes Single Session	60 Minutes Single Session	Two Sessions of 60 Minutes	Five Sessions of 60 Minutes
API Support	N/A	No	HC Forums Only	HC Forums / Email / Phone

Participation in BETA Programs	N/A	No	Yes	Yes
Free NFR Licenses	N/A	No	Yes	Yes
Pricing	N/A	Contact HC Sales	Contact HC Sales	Contact HC Sales

Contacting Technical Support Team

Under priority support plans you are entitled to talk to our technical engineer on the phone to get an update on ticket, however following procedure must strictly be followed:

- First open a support ticket by sending an email to support@hostingcontroller.com or visiting [HC Support Center](#).
- Clearly explain the problem encountered and its correct sequence if any in your email.
- When you call us, make sure you have related ticket number and your paid invoice number with you.
- Over the phone you may also be required to give your HC Control Panel access or Server access to our support team.

HC technical engineer will take your contact number and advise you a specific time line, when he will be able to update you back via phone or email. This time line may vary depending on the nature of reported issue and support plan you are subscribed to.

Premier Support Customers

Customers with Premier support plan don't have to follow above mentioned procedure as they will be assigned exclusive technical account manager who they can reach via email or phone 24x7 to discuss technical matters.

Exclusions:

HC tech support staff has always been there for its clients. Assisting them in variety of issues they face from time to time. Due to our friendly and careful support, many customers also request different type of server management tasks from the support engineers. But it should also be realized that performing these server management tasks are not covered under these support plans. For server management tasks check [HC Professional Support Services](#).

Terms & Conditions

- All support services contracts are of minimum one year.
- All support services will be executed remotely over secure remote connection that has to be made available by the customer.

- Support services & Upgrade Protection has to be paid in any case yearly in advance, and no support & upgrade protection will be provided until this payment has been received.
- Customer must provide secure remote access to the servers when required by HC technical team.

End of Product Life Cycle: Hosting Controller

Products undergo various stages of life and end with the stage called End Of Life (EOL). Sometimes End of Life (EOL) stage means availability of an enhanced product or service which potentially fulfills market demands. However, over a period of time, when a Hosting Controller product reaches End of Life (EOL) stage, HC may opt to discontinue selling or supporting the product or services related to it. HC will keep announcing dates for End of Life and End of Sale stages of its products along with the available migration path at hostingcontroller.com website. When EOL is announced it means:

- The product is no longer developed.
- Most resellers may not be able to sell you one.
- There would be no future changes to software, utilities, or manuals.
- Product will not be tested with new operating systems.
- Product will not have additional certifications, functionalities and features.
- The product is probably replaced by a newer version with a similar or better functionality.

The general policy guidelines are:

1. As a general rule, Hosting Controller will provide 6 months' notice of the affected product's end-of-sale date and/or the last day when the affected product can be ordered.
2. Access to Hosting Controller Technical Support Center will be available based on support plan you are subscribed to for a period of 1 year from the end-of-sale date for application software issues.
3. Software support will be as follows:
 - a. For one year following the end-of-sale date, we will provide bug fixes, maintenance releases, work around, or patches for critical bugs reported via the HC Support Portal.
 - b. After a year new product enhancements and fixes will not be available for unsupported releases. Hosting Controller does not have an obligation to provide support for software that has been publicly designated End of Life (EOL).
4. You will need to ensure that you have a current and fully paid support contracts i-e (SSUP, PSUP or PrSUP) with Hosting Controller. For details contact [HC Sales](#)
5. Below are guidelines that should be followed to ensure that you receive effective support for the EOL software:

- a. For software that is not covered under a support service contract, customers may add the product(s) to a current contract or purchase a new contract until 12 months after the end-of-sale date.
- b. Support Services contracts that have not been renewed or have lapsed after 12 months of end-of-sale date are not renewable.
- c. Renewal of your support services contracts will be available until the last year of support, but will not be extended beyond the last date of support.

Contact Us

For more information on these support options or to find out how we can tailor a support solution just for you contact [HC Sales](#) or give us a call on +1 (647) 799 1000 Ext 101.