



MOOSE LOGIC TECHNICAL SUPPORT INFORMATION

Contacting Moose Logic Technical Support

NOTE: Please do not call or email our engineers directly unless specifically instructed to do so. The person you are trying to reach may be busy on another project (or even on vacation) and not get your message for several hours (or even days), in which case it will actually take us *longer* to get you the support you need!

Support requests emailed to tickets@mooselogic.com will automatically generate a formal request for support, and, if not covered by a support agreement, will be subject to the rate your agreement specifies for out-of-plan services, or, if you do not have a support agreement at all, to our standard rates listed below, as our staff begins to work the ticket. If emergency service is requested, escalation fees may apply.

The new support ticket will immediately alert our staff and send you an automated response. You can then reply to this response to send new information to our support staff. Simply replying to the auto response will update the ticket and provide an alert to our support staff. As our support staff works on your problem you will be automatically forwarded emails as the ticket notes are updated. Please note that the ticket should only be used for technical information specific to the problem being worked—each ticket will typically deal with one technical support issue. General support inquiries or questions not relating to a specific ticket should be directed to support@mooselogic.com, or your Salesperson. If you require support and are unable to access email, you may call our support line at (206) 774-0638. ***Please note that calls to this line after hours will automatically result in emergency escalation of your incident, with the associated escalation charges specified below.***

We request that you place a simple but informative comment in the subject line of the request sent to tickets@mooselogic.com (e.g., "PC002 blue-screened today when user was logging in") and categorize your request in one of the following five priority categories:

- ◆ **Emergency:** Your server or network is "down" or there is a critical impact to your business operations; you are requesting an immediate response and authorizing an emergency response fee.
- ◆ **Critical:** Your server or network is "down" or there is a critical impact to your business operations, and you are requesting the fastest response possible under the terms of your support agreement.
- ◆ **High:** Operation of an existing server, network, or workstation is severely degraded, or significant aspects of your business operations are negatively affected by the issue.
- ◆ **Normal:** Operational performance of a server, network, or workstation is impaired while most business operations remain functional. Moose Logic will commit resources during normal business hours to restore functionality to satisfactory levels.
- ◆ **Low:** You require information or assistance with capabilities, installation, or configuration. There is little or no effect on your business operations. (New user implementations would typically fall here.)

Estimated Response Times:

Callback times apply to normal working hours only, unless otherwise specified.

- ◆ Without a support agreement, you can expect a callback within about one business day, depending upon available resources—tickets are worked in order of severity, with priority given to customers whose support agreements include guaranteed response times.
- ◆ Customers with support agreements will be called back within the parameters of their agreements.

Standard Rate Schedule (Customers Without Support Agreements):

- ◆ Telephone / Remote Support: \$175/hour, 1 hour minimum, 1/2 hour increments thereafter.
- ◆ On-Site Support: \$175/hour, 3 hour minimum, 1/2 hour increments thereafter.
- ◆ Premium Time Rates: After hours, Saturday, Sunday, and Holiday service is charged at a premium of 50%, with a two-hour minimum charge for telephone/remote support and a four-hour minimum for on-site support. Sunday and Holiday service is also charged a \$200 scheduling fee. Emergency service will incur an emergency response fee of \$500 in addition to the applicable hourly rates.

Normal working hours: Monday—Friday, 8:00 AM to 5:00 PM Pacific Time, excluding National Holidays.

In addition to parking fees and ferry fees, a fixed travel charge will apply to on-site service. Travel is charged as follows: For service within the Puget Sound metropolitan area less than one full day, an \$85 travel charge will be assessed. No travel time is charged within the Puget Sound metropolitan area for full days of service. For locations distant from the Puget Sound metropolitan area, actual auto travel time is billable at \$80 per hour, and other out-of-pocket travel costs, including airfare, rental car, lodging, and meals will be charged for each trip to the customer site. In addition to airfare, air travel cost to a distant metro site is \$80/hour for the round trip airline scheduled flight time plus a fixed cost of \$240.

NOTE: All on-site service within Washington State is subject to state sales tax.

Frequently Asked Questions:

What can I expect from MooseLogic when I create a service request?

When you create a service request, you will:

- ◆ Receive prompt, courteous service from a Moose Logic support consultant qualified to solve the problem.
- ◆ You will receive assistance by telephone or electronic mail for information related to product use, configuration, and troubleshooting.
- ◆ Response will be appropriate to your service level for all calls received during standard business hours and for Emergency or **Critical** Priority calls received outside standard business hours. Response will be no later than the next business day for **High**, **Normal** and **Low** calls received outside standard business hours.
- ◆ You will receive automated service request status updates at regular intervals.
- ◆ Receive a comprehensive solution to your problem. Furthermore, Moose Logic will not close your service request until you are satisfied that your network is returned to the performance levels attained prior to the discovery of the problem. If at any time you are dissatisfied with the level of service, you may choose to escalate your service request.

What does Moose Logic expect from me during the service request resolution process?

When you create a service request, you can facilitate the resolution process by:

- ◆ Insuring that you are authorized to submit a trouble ticket. On MooseGuard Lite and MooseGuard for Citrix support plans, *only the Primary Contact is approved to submit trouble tickets*. The Secondary Contact is approved to submit tickets when the Primary Contact is unavailable.
- ◆ Setting the severity of the service request accurately based on the effect on your organization. This will allow Moose Logic to allocate the appropriate resources to resolve problems. *Improperly reporting the severity may result in the billing of emergency charges.*
- ◆ Creating a separate service request for each unrelated technical problem. This allows Moose Logic to better isolate, troubleshoot, diagnose, and solve each distinct problem. It also allows more accurate service request tracking in our internal systems.
- ◆ Providing information about your network and applications, and reasonable access to the network, equipment, or both through the Internet or modem. This will enable Moose Logic to more quickly and accurately diagnose and correct the problem.

How can I escalate a service request?

If you feel that progress on your service request or the quality of service is not satisfactory, Moose Logic encourages you to escalate your request to the appropriate level of Moose Logic management. You can do this by discussing your concern with your Moose Logic Sales Person, or by contacting the Support Coordinator. The Support Coordinator will take ownership of the problem and provide you with updates.

The Support Coordinator can be contacted at (206) 774-0619, our Support Hotline @ (206) 774-0638 or support@mooselogic.com.

More Questions? Feel free to contact us:

Moose Logic: 206-774-0619 or info@mooselogic.com