Support

Coverage Hours

Support is available 8:00am to 5:00pm (end user's local time, U.S. only), Monday through Friday, excluding federal holidays. For emergency situations, support is available twenty-four (24) hours a day, seven (7) calendar days a week. If support concludes that the issue is outside of dinCloud's control, charges will be assessed at the rate of $125.00 per hour. Advanced expertise is available if scheduled in advanced.

Web Support

The primary method to create tickets is through the web interface http://support.dincloud.com. Customers are able to login into the tool to submit, check on, and add notes to their incidents. Login credentials are emailed to all users during the onboarding process.

If calling after 6pm pacific time: for the fastest response, open a ticket through our support portal at http://support.dincloud.com. You can also email support@dincloud.com. If you can only open a ticket by phone, leave a message and one of our cloud specialists will get back to you, but please note online requests are processed faster. For time-sensitive requests, you can anticipate a response time of roughly 20 minutes or less; otherwise, we will bet back to you at the start of the next business day.

Also visit dinCloud's extensive Knowledge Base: https://support.dincloud.com/portal/helpcenter

Support Responsibilities

Support is limited to the infrastructure over which dinCloud has direct, administrative, and/ or physical access and control, such as servers, HVDs, Storage, and VPN integration. dinCloud is not responsible for supporting issues other than those related to its services. Support does not include application support; provisioning, patching or upgrading applications; or Software licensing for third-party applications installed by the Reseller and/or End User.

Support is available to perform these duties in accordance with the defined hours of coverage. Support defines, prioritizes, refers, tracks, and escalates End-User problems per predefined support scripts to ensure compliance with the service levels. Support utilizes the Service Desk System to route, monitor, and track End-User calls through closure.

Responsibility Matrix

Description	dinCloud	End User
Resolve issues outside dinCloud infrastructure		X
Bandwidth issues		X
Local Connectivity issues		X
Data Center Connectivity	X	
Software issues related to End User installed applications		X
Additional Services can be added on Virtual Admin or other dinCloud paid services		X
Hardware issues at End User premises		X
Hardware issues at dinCloud datacenter	X	
Close dinCloud ticket	X	

Response Levels

dinCloud will issue a response to all e-mail or web service incidents submitted by the customer within the timeframe specified below.

Issue	Response Time
Priority 1: Urgent	20 Minutes
Priority 2: High	30 Minutes
Priority 3: Normal	1-3 Hours
Priority 4: Low	24-48 Hours

Service Escalation Plan

Service requests will be assigned priority levels based on the business impact of the problem. These priority settings are also used to trigger automatic alerts and escalation processes. Identifying the appropriate resolution groups for specific problem types will be a primary objective during discovery.   Each request or problem recorded by the Support engineers is prioritized.

- Priority One (Urgent)

Impact: Entire Company is down. Urgent priority.

- Priority Two (High)

Impact: Critical or significant impact to business functions.
Situation: Primary work function(s) is (are) disabled. Workaround is unavailable or impractical.

- Priority Three (Normal)

Impact: Non-critical.
Situation: Group's primary work function(s) is (are) impacted but not disabled. A work around is available and practical.

- Priority Four (Low)

Impact: Routine service request. Non-critical.
Situation: Customer requests non-critical operating assistance; upgrade or downgrade resources, add or change; installations, hardware or software upgrade. Possible customer request for information.