

# Support Policy

Constellix employs a dedicated support staff to assist our clients with all of our products and services. The purpose of this policy is to clearly lay out Constellix's support policies and procedures so all customers have a clear understanding of what type of support services to expect from Constellix. Please read the following document carefully as this is the official policy in force at the present time. If you have any questions or comments about this policy, please do not hesitate to contact us.

Constellix has an excellent reputation for providing exceptional support for all of our products and services and we look forward to providing this quality support to you and all of all our valued clients. Constellix administrators work hard to ensure that our services are working as designed and promised. All clients are guaranteed that we will resolve any problem with any of our services until a solution is found. This policy is how Constellix continues to be one of the largest Internet service wholesalers in the world.

## METHODS OF SUPPORT

Constellix provides support for issues related to our web interface, our services, and our products. These are all considered issues covered under "normal support", we are unable to allocate support resources to issues which do not relate to Constellix system or services unless these resources are paid for at an hourly support rate. 95% of the questions we receive on a daily basis are answered online either on dedicated support site

located at <http://help.constellix.com> or on our website at <http://www.constellix.com>. If you are unable to find the answer to your question then you should open a support ticket.

### WEB TICKET SUPPORT:

This is our primary support system and almost all issues with exception of those otherwise outlined in this policy require submission of a support ticket. Web Ticket support is our preferred method due to the ability to track issues to resolution and provide our support technicians with time to properly review and research problems. All

Constellix clients are provided with 24/7 web ticket support included in their paid yearly membership.

Our web ticketing support system has an SLA for ticket response times. All tickets in our system regardless of priority level will be answered in a maximum of 24 hours.

Corporate Memberships are provided with automatic ticket escalation to the first available support representative.

## USE OF THE TICKETING SYSTEM:

Our ticketing system can be accessed at <https://support.constellix.com>. Any customer of can open a Constellix support ticket without entering log-in information. To create a support ticket, you can click the "Submit a Ticket" link found at the top of the page. At that time a support account will be created if one has not been created previously. Your user name for the support site is the email address you entered while creating the ticket. With every ticket submitted, you receive an email that indicates how to view your ticket online. If you do not have your log in credentials for the support site you can then click on the "Lost Password" link on the Support website and our system will send you a temporary password to the email address the ticket was created with.

All tickets should include the user name of the account in question that the ticket pertains to as well as the affected domain name. In order for our support technicians to assist you in the fastest way possible, please do not create multiple tickets regarding the same issue. This delays the response to your ticket and creates confusion among our support staff. If you need to add additional information to an existing support ticket, please add this information to the same ticket by replying to the ticket.

It is our policy to close the tickets after a reply but this does not mean that we consider this ticket closed for discussion. Please re-open this issue if you have any more questions on this topic. To reply to this ticket you can do so by email or by the support site.

## METHODS OF SUPPORT

### CORPORATE MEMBERSHIP:

Phone support is available during normal business hours: 9AM to 6PM EST for our Corporate Membership clients. Corporate Memberships can take advantage of phone support by contacting our sales office at +1.703.880.3095 and providing the user name for the associated account. At this time the call will be forwarded to a technician if one of available, otherwise the call will be returned within the next hour.

### DEDICATED CORPORATE PHONE SUPPORT CONTRACT:

Corporate Memberships have the options of purchasing a dedicated phone support contract for an additional fee per year. This contract provides a dedicated phone support contract for system administrator live phone support through our Corporate Member only support phone number. You will be provided with a provisioned phone support contact number to use by contacting +1.703.880.3095, pressing option 2, and entering the contract number. This includes 2 incidents (up to 2 hours each) of night / weekend / holiday support per year. Incidents cannot be rolled over to an additional year. Additional incidents, if required will be billed on a per-incident basis. Night and weekend phone support is billed at \$120.00 USD per hour. Holiday phone support is billed at \$260.00 USD per hour.

### SMALL BUSINESS AND BUSINESS MEMBERSHIP:

Our Small Business and Business Memberships do not include phone support in the yearly fee. Phone support can be purchased on a per incident basis at \$85.00 per hour or \$42.50 per half hour. To take advantage of this, the purchase should be made within our control panel and then a support ticket opened at <https://support.constellix.com> and a technician will return the call. Night and weekend phone support is billed at \$190.00 USD per hour. Holiday phone support is billed at \$290.00 USD per hour. To take advantage of this, a support ticket opened at <https://support.constellix.com> and a quote will be issued following by a technician returning the call.

## SUPPORT HOURS

Web Ticket Support are 24 hours a day, 7 days a week.

Sales Web Tickets are 9AM to 6PM EST Monday through Friday, but can be submitted at anytime.

Corporate Normal Business Hour Phone Support is 9AM to 6PM EST Monday through Friday.

Billing / Sales Support is 9AM to 6PM EST Monday through Friday.

## ESCALATION PROCEDURES

Web Ticket Support requests are answered in the order they are received however issues such as outages are given higher priority while requests that less sensitive are given lower priorities. Corporate Tickets are automatically escalated as part of the paid benefits of the Corporate Membership with Constellix. If your request is time sensitive, please mention this in your ticket and we will do our best to accommodate your requirements. You

can check on the status of your ticket at any time by logging into the support website.

## CUSTOMER RELATIONSHIPS

It is our goal to provide our clients with professional and accurate technical support information. Responses to each ticket are read and responded to individually by support technicians that work directly for Constellix in our offices. We do our best to provide detailed responses to each request however some requests can be resolved through viewing technical support tutorials or online videos which have already been prepared

by our support staff with an understanding that they are common questions. If you feel the response to your ticket did not answer your question, please respond to the ticket and request that the technician escalate your request to a higher level of tiered support.