

Hudson Escalation & Rates

Created by Robert Lentini

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Subject: Hudson Support Escalation & Rates

Thank you for being a valued Hudson Customer. This document outlines the correct procedure to logging a support request. This process has been set up to provide the most efficient service to all our customers. We cannot guarantee service if you call or email a technician directly, as this bypasses our tracking system.

There are two ways to connect with support.

Email: support@hudsonltd.com

Phone: 1 (585) 419 – 9806

Press 1 for Normal Support, 2 for Emergency Support

Support is divided into three categories. In the chart below you can see a description of each category. "Support hours" defines when an issue will be worked on by a Hudson technician. "Response Time" defines when you will receive initial contact from a technician. This is not an estimate of when the issue will be resolved.

Support Categories

Category	Brief Description	Support Hours	Response Time
General Support	General support is classified as General configuration and software help.	9AM-5PM EST M-F	24-48 Hours
Emergency Support	This is for critical business affecting emergencies only. All other requests will be considered general support and will be addressed on the next business day.	24/7	15 Minutes
Feature Request	This type of request is a change to the software code to add a feature. (This is not a BUG FIX.)	9AM-5PM EST M-F	Scheduled with Development

It is important to know the difference between an emergency support, general support and a feature request. The following is a list of examples for each type.

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General Support Examples: Template Changes, Fare Changes, Configuration Changes, and General system training issues. These issues will not be address after-hours without the purchase of support time explained below.

Emergency Support Examples: SQL Server Down, Hosted Server unreachable, Web Site unreachable, Corrupted Fare File, CC Processing, 1 way and 2 way messaging outage. These issues affect business continuity and will be treated with the highest priority.

Feature Request Examples: Any software change or enhancement that is not identified as a bug. Software enhancements need to be scheduled with the development team.

What's included? What's not?

Included Support

Software bugs, server issues, and general uptime for our hosted and web services are considered general support and are included in your monthly service charges. Any configuration, training and set up for new customers is included in your initial agreement and not considered a billable call.

Billable Support

After 60 days of running with a particular product, the product is considered live. Any template changes, training, configurations changes can become billable at Hudson's discretion.

Off-Hours billable support will be provided at the discretion of the on-call technician. A written email approval must be sent to Hudson authorizing the work and applicable charges.

Support Paks and Rates

Hudson Support can be purchased hourly or in a Support Pak. A Support Pak is an 8 hour block of time at a discounted rate. The time will be banked until it is fully used. Support Pak hours do not expire. Support Paks will be used at a 2 for 1 rate afterhours.

Rates

General Support 9AM – 5PM M-F	\$125/hr
General Support (Off Hours)	\$225/hr
Support Pak (8 Hours)	\$560 Per pack