



ChristianSteven Software

Technical Support

Standard Support

1. Customer is entitled to technical support Monday to Friday between 9am and 5pm Eastern Standard Time. There will be limited cover on US public holidays. There will be no cover on Good Friday, Christmas Day, Boxing Day and New Year's Day.
2. Technical Support is initiated via web based form available within the software or on the ChristianSteven website.
3. Customer has ability to include support files, screen shots, and report files to greatly speed up the resolution on the support issue.
4. Customer will receive an email confirmation that their support ticket was received.
5. Customer will receive communication from Technical Support advising of a resolution to the support issue, an email requesting more information, or an email with a link to setup a web based online meeting between the customer and Technical Support.
6. Once the issue is resolved the Customer will receive a written summary of any actions and resolutions done by Technical Support.
7. If a fix or software update is needed then the customer will be notified when the fix will be released and where it can be downloaded.
8. Support History may be seen in the Members Area section of the ChristianSteven Software website.

Premium Support

1. Includes all features of Standard Support
2. All Support calls will receive premium prioritizing over other calls.
3. Patches or fixes will be produced on an ad-hoc basis.
4. After submission of a support call the customer will be given the option of a return phone call from a member of the Technical Support Staff.
5. Technical Support can be provided outside normal business hours by prior arrangement.