



# Crawlability, Inc

# vbseo Service & Support Agreement

## Technical Support Guidelines

Technical support is offered only for active licenses requested by the license owner. If expired, the license must be renewed before creating a ticket in order to receive support for that particular domain. In order for your technical staff or 3<sup>rd</sup> parties to open support tickets and/or be treated as a customer in the support forums, the license holder must add their username(s) into the owners' Priority Support list available at the bottom of the customer profile: [http://www.vbseo.com/usercp/customer\\_profile/](http://www.vbseo.com/usercp/customer_profile/) This area has provisions for 3 usernames to be added to the owner's account. Adding additional people beyond the three available entries is not currently permitted. If you have more than 3 additional staff, you may need to rotate names on/off the list as needed.

"Bumping" of a ticket places said ticket to the end of the queue. This practice should be avoided. We answer tickets in the order in which they were received and/or last updated.

While we always attempt to answer support tickets as soon as possible, there are periods of time where staff availability is limited. All times below indicate a 'maximum first response time' to an English ticket and do not necessarily imply a solution to a problem. Difficult issues may require extended troubleshooting by our developers or other technical support staff and a fix may not be immediately available.

Non-English customers should always assume to operate on our "bronze" schedule as only one member of our team is available in those specific languages we support beyond English. We currently offer native tongue support in:

- German
- Arabic
- Turkish
- Russian
- Spanish

Non-English support may be unavailable without notice due to staff illness, vacation, or other issues such as connection problems, etc. If a Global Partner staff member is due to be offline for more than 24 hours, other staff members will attempt to provide support as best as possible using a translator service. Results of these translators cannot be guaranteed and a resolution may not be available until the native speaker returns to assist with the translations.

All times offered are for general guidelines only and do not indicate a guarantee of service and no warranty or refund from failure to meet a window is expressed or implied.

**Gold:** 6 hours

**Silver:** 12 hours

**Bronze:** 24-48 hours

Monday – Thursday			Friday			Saturday, Sunday & Holidays
03:01-09:01	09:01-17:01	17:01-03:01 (into next day)	03:01-09:01	09:01-17:01	17:01-23:59	All (through 03:01 Monday or the day following a Holiday)
Silver	Gold	Bronze	Silver	Gold	Bronze	Bronze

*All times listed are official Crawlability time, AST (GMT -4) in 24-hour format.*

## Official Crawlability, Inc Holidays

Crawlability follows the standard United States Federal Holiday schedule.

[http://www.opm.gov/operating\\_status\\_schedules/fedhol/2010.asp](http://www.opm.gov/operating_status_schedules/fedhol/2010.asp)

Some staff may have additional or different days treated as holidays in their locale, such as those based on Religious observance such as Easter, Good Friday, Hanukkah, etc and calendar based events such as New Year's eve/day differences depending on the celebrated calendar (ie, Chinese New Year).

Other non-official Holidays may also be observed by some staff, such as Super Bowl Sunday, Champions League final, and Halloween.

# Technical Support Limitations

## Safety and Security of Staff and Staff Computers

The safety and security of our technicians' systems is very important to us. Downtime for one staff member due to something that could have been avoided is very costly to the company and to other customers who need our support. We reserve the right to limit support services under any condition for any reason, usually pertaining to

- Sites containing illegal or inappropriate content as some staff work from home offices and have families near by
- Sites containing spyware, excessive advertising/popups, or malware as marked by a 3<sup>rd</sup> party service that may infect the technician's computer or otherwise hinder the efforts of the support technician

If your site contains any of the above, we will ask you to fix the issues and obtain a 'clean bill of health' before we will offer support to you. If your site is known to be infected, it is important that you tell us.

## Support Areas

Official support is offered only via:

- The **vbSEO Ticket Support System** for priority issues ("This doesn't work")
- The **vbSEO Forums** for general questions ("What does this do?")

Requests for support via PM, instant messenger, e-mail, or other methods will be lost, deleted, or otherwise ignored. Use one of the two offered support channels only.

Crawlability, the parent company of vbSEO, only supports vbSEO and established Crawlability product lines. We do not support vBulletin, custom add-ons, 3rd party integrations, or any other non-Crawlability software package. We will make all valid efforts to allow vbSEO to work with other systems, but support is not guaranteed and integration may not always be possible.

Customers are expected to keep their own email addresses up to date. We cannot be responsible for missed communications due to bounced messages. There are 2 main areas to update:

<http://www.vbseo.com/usercp/editpassword/>

[http://www.vbseo.com/usercp/customer\\_profile/](http://www.vbseo.com/usercp/customer_profile/)

## Beta and Release Candidate (RC) Software Packages

All public Beta and RC packages are offered **AS-IS with no support**. These builds are intended to be installed on a test environment only and should never be used on a production website. These builds have not been thoroughly tested nor QA'ed and may contain serious bugs or exploits that may cause irrevocable damage to your database or website. Alpha products, if made available, will also follow this criterion.

## Test Licenses

Support is only offered for the actual domain as licensed. Test licenses are available 'as is' free of charge for your own testing and as such are not supported. This includes installing, upgrading, and troubleshooting. If you would like support on your test environment, you may purchase a full license for your development area.

## Login Information & Privacy

Many times a technician will ask for login details to a customer's website for troubleshooting purposes. We generally ask for:

- vB Admin account (with full/most rights)
- vBSEO Control Panel password
- FTP information

While we are flexible and can work with SFTP, SCP, Remote Desktop, and even SSH if you don't run an FTP server, please do not give us a cPanel/WHM/Plesk/File Manager/etc account in lieu of an FTP account. These control panels are counter-productive for advanced users like our staff and are not an acceptable FTP replacement.

The vBSEO Staff will never sell or give out your login details. We value your privacy and security of your website as our long-term customers. For the best peace of mind, using temporary accounts is recommended so that the customer may disable the account after the work is performed and completed. Some permission errors may occur with new accounts, especially on FTP. All account user/password combinations and permissions should be tested and confirmed working for overwrite functionality before given to the staff via ticket.

Staff will only ask you for login details via ticket. Do **not** give out login details to anyone requesting them via a thread or by private message even if it is a staff member. Only place your secure details in our ticket system, which is https secured.

## LiveChat/Telephone Sales

LiveChat is our sales hotline, both via telephone and a web chat interface. This service is not for technical questions or issues with your software. You must use our ticket system and/or forums for technical support.

This service is only manned during normal business hours, Monday-Friday. This service runs via a 3<sup>rd</sup> party software solution and technical difficulties may be beyond our control without notice.

This service is offered in English only.

Gold: A rep is available to take phone calls and follow-up on any voicemails/messages received while offline or on another call. If you are unable to reach a rep, please try calling back again later. If you decide to leave a message, a response will be made via email or our forums. We do not make outbound (return) calls.

Monday – Friday			Saturday, Sunday & Holidays
03:01-09:01	09:01-17:01	17:01-03:01	All
NA	Gold	NA	NA

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## Customer Responsibilities

As a customer, it is your sole responsibility to

- Keep your server secure
- Keep your vbSEO.com account secure
- Keep your vbSEO software package secure

You are responsible for any and all 3<sup>rd</sup> parties who have access to your account, both as a service provider working on your behalf and/or accessing your vbSEO account or software package without your consent due to maintaining an insecure password or source on your server.

You should maintain a secure password on the vbseo.com forums, and change it frequently.

You will be held accountable for any actions a service provider performs with your software or account, including fraud, re-distribution, or nullification of your software package. We offer professional installations and upgrades if you are not a technical user. You are free to hire a 3<sup>rd</sup> party, but remember, you are responsible for all of their actions.