



Message Partners Support Policies

Message Partners provides support for MPP and related components. This document will explain our support offerings and policies.

Standard Support

Standard Support is included for all MPP customers and includes Email support with a response guarantee of 2 hours during business hours (8:00 to 18:00 GMT -5 or US Eastern Standard Time) and 4 hour response time all other times.

Enhanced Support

Customers that purchase enhanced support will receive all the benefits of standard support plus 1 hour response time during business hours and 2 hours during all other periods. Phone support is available during business hours and by appointment outside of normal business hours.

Message Partners will also provide remote troubleshooting via SSH or Webex to install and configure MPP, fix emergency MPP issues and 1 complimentary upgrade of MPP during the year.

Priority Support

Customers with priority support receive all of the benefits of standard and enhanced support plus 24 x 7 phone support with a 1 hour response time during business hours and a two hour response time all other times.

Many of our customers that opt for priority phone support will maintain contracts with Message Partners and the terms of support can be outlined or modified in a support contract.

What's Covered?

Message Partners will support MPP and MPP Manager as part of our support contracts. We support open source components only related to interoperability with MPP as part of our support contract services. Specifically we will support configuration of virus updates, daemon configuration of spamd and clamd, mailserver configuration as it relates to interoperability with MPP. Other services such as optimization, installation and tuning are fee based but are available as options.

Regarding Remote Support

MP will provide remote support via SSH or Webex as part of our support activities. If during the course of remote troubleshooting it is determined that a problem is not related to MPP directly but to an open source component such as Postfix, Clamd, SpamAssassin, etc. then the customer will be notified and there will be a fee of \$75/hour to fix such an issue. The customer has the right to accept or refuse the service. If accepted we will fix the issue remotely and issue an invoice. All acceptance of work must be in writing or email.

Reaching Message Partners

The optimal method to reach Message Partners is to send an email to support@messagepartners.com or to open a case online at <http://messagepartners.com/esupport>. You may also leave a message on our phone system which can be reached at +1 (877) 302-2027 or +1 (914) 712-9050, but email is the preferable way to reach us.