Support Policy

The objective of this policy is to clearly define DNS Made Easy support policies and procedures. If you have any questions or comments about this policy, please do not hesitate to contact us.

DNS Made Easy takes pride in a reputation for providing exceptional service and support to all valued clients. Our administrative team works hard to uphold this reputation and ensure that our services are operating as designed and promised.

DNS Made Easy employs a dedicated support staff 24/7/365 to assist our clients with all of our products and services. We guarantee clients of all membership levels fast resolution for any support issue, which relates to a service impacting issue with DNS Made Easy. This policy is how DNS Made Easy continues to be one of the largest service providers in the world.

METHODS OF SUPPORT

Web Ticket Support

All DNS Made Easy clients are provided with 24/7/365 web ticket support included in their paid yearly membership. Web ticket support is the primary method of technical support for DNS Made Easy services and almost all issues with exception of those otherwise outlined under the "Support Coverage" section of this policy require submission of a support ticket.

Web Ticket support is our preferred method of technical support due to the ability to track issues to resolution and provide our support technicians with time to properly review and research problems. All web support tickets, regardless of priority level, have an average response time of 20 minutes and a maximum response time of 24 hours. For any request submitted, if is time sensitive please mention this in your ticket and we will always do our best to accommodate your requirements.

Clients of our Corporate Membership level are provided with automatic web ticket escalation, which will page an administrator to the presence of a web ticket.

Use of the Ticketing System

Any client can open a sales or support web ticket without entering log-in information. You can use either of the following methods to submit a support ticket:

1) Our support website directly at: https://support.dnsmadeeasy.com log-in is not required, just select the "Submit a Ticket" link at the top of the page.
2) Once you have logged in through our web control panel at https://cp.dnsmadeeasy.com select the "Support" tab at the top of the page.

At that time a support account will be created if one has not been created previously, the user name for the support site is the email address entered while creating the ticket. With every ticket submitted, this email address receives an email that indicates how to view the ticket online. If you do not have your login credentials for the support site you can then click on the "Lost Password" link on the Support website and the system will send you a temporary password to the email address the ticket was created with.

To guarantee a fast response time, all tickets should include the username of the account in question, the affected domain name(s), and as detailed of a description of the issue as possible including any test results performed by the reporter. 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 with details between multiple threads. If the need arises to add additional information to an existing support ticket, please add this information to the same ticket by replying to the ticket.

Responses to each ticket are individually prepared by support technicians that work directly for DNS Made Easy. We do our best to provide detailed responses to each request, should 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.

Phone Support

Corporate Membership

Corporate Membership clients have the option of phone based technical support during normal business hours **9am - 6pm ET**. Corporate Memberships can take advantage of business hour phone support services 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.

Small Business

Small Business and Business Memberships do not include phone support, however have the option of purchase at the following rate:

$85.00 per/hour during normal business hours (30 minute increments)

After Hours Phone Support

Corporate Memberships have the option of purchasing a dedicated after hours phone support contract for an additional $500.00 per year. The account 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 to speak with a system administrator. This contract 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 at the following rates:

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 Memberships can purchase after hours phone support on a per incident basis at the following rates:

Night and weekend phone support is billed at $120.00 USD per hour.
Holiday phone support is billed at $260.00 USD per hour.

Use of Paid Phone Support

To purchase paid phone support of any nature, please access access the Account - Purchase Services menu once logged into the DNS Made Easy control panel at
https://cp.dnsmadeeasy.com

Once the purchase is made, please open a support ticket referencing your invoice number, account information, contact information, and a short description of your issue. A technician will then return your call within the hour.

SUPPORT COVERAGE

DNS Made Easy provides technical support for issues related to our graphical user interface, DNS services, email service products, REST based API, and billing processes. These are all considered issues covered under "normal support".

DNS Made Easy does not provide technical support for external servers of any type on client premise, any developed code-base used with our REST API, DDNS clients, client email servers, client web hosting services, domain registrar's, and any other issue which does not directly related to the services provided by DNS Made Easy to the client.