

Customer Support Policies

Envex Developments

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1.) Introduction

This manual details the customer support policies of Envex Developments. Everything related to customer support is explained in this manual including, the unique Service Account, exactly what Envex Developments provides customer support for, additional services offered, and so on. These customer support policies are applicable to all customers of Envex Developments, and are non negotiable.

2.) Service Account

Every customer of Envex Developments receives a Service Account ("account"). The account works very similar to a mini bank account, and can be managed through the Envex Developments Customer Area. Once a customer's account has been opened, all additional fees charged by Envex Developments will be deducted from the account, instead of physically charging the member.

2.1 Support Requests

Instead of limiting customers to a time limit, on the amount of support they can receive, then charging an additional fee for extra time, Envex Developments uses a dollar limit. Provided there is a positive balance in the customer's account, they can submit support requests through the Customer Area. Envex Developments charges a fee of \$60 USD per hour for customer support, and charges in one minute time intervals.

Every time a support request is submitted, Envex Developments will keep track of exactly how much time was spent processing the support request, and deduct the needed funds from the customer's account. Processing a support request includes reading the message, logging into your web server to make any needed changes, and replying.

Accounts will never expire, and the customer will always have full access to their account. Provided the account has a positive balance, the customer will always be able to submit new support requests. If the account does not have a positive balance, the customer will be required to deposit additional funds (see [2.3 Depositing Funds](#)), in order to submit support requests.

Using this system, the customer is only charged for the time taken from Envex Developments, and nothing more. The customer is never given a time limit (eg. 3 months), before customer support is no longer offered. Instead, the customer can submit support requests at any time, without ever having to worry about any time limit.

2.2 Initial Balance

When an account is first opened, it will begin with an initial balance of \$100 USD, unless otherwise specified on the Envex Developments web site. The initial balance is used for all support requests and additional fees. Instead of receiving a time limit for customer support, the customer receives a dollar limit.

2.3 Depositing Funds

When an account reaches \$0 or less, the customer will no longer be able to submit support requests, until they deposit additional funds into their account. The customer can deposit additional funds into their account through the Customer Area, by either credit card, or PayPal. A minimum deposit of \$20 is required, but can be any amount the customer wishes. The customer is then physically charged the amount they would like to deposit, and once payment has been approved, the needed funds are deposited into the customer's account.

2.4 Withdrawing Funds

Funds in the customer's account, legally belong to the customer, and can be withdrawn at any time. The customer may request a withdrawal at any time through the Customer Area. The desired funds will then be either refunded to the customer's credit card, or a US\$ check will be mailed. To stop an excessive number of transactions, the customer may only request a withdrawal once per 30 days.

2.5 Account Closures

If an account remains completely inactive for a period of two (2) years, any positive balance in the account will be forfeited to Envex Developments. If an account remains inactive for a period of five (5) years, it may face termination by Envex Developments.

3.) Provided Support

This chapter details exactly what Envex Developments does, and does not support. There are some things, which are not included with support, but Envex Developments will complete, for an additional fee, and are explained below. In order to provide customer support, Envex Developments requires Telnet / SSH access to the customer's web server. If this is not provided, Envex Developments reserves the right to refuse customer support to the customer.

3.1 What is Supported

Envex Developments provides full support, as explained in [2.1 Support Requests](#), for the following aspects:

- The direct operation of the purchased software. This includes any problems which are a result of the source code of the software itself, provided the web server running the software meets all requirements, as stated on the Envex Developments web site.
- General questions regarding the operation of the purchased software.
- Maintenance of the customer's account, and licenses of the purchased software.

3.2 What is Not Supported

The following is not supported by Envex Developments, and it the responsibility of the customer:

- Server administration tasks including, but not limited to, Apache configuration, Perl module installation, database administration, Sendmail configuration, or any other task, which requires root access to the web server to complete.
- HTML development / coding
- Custom programming (eg. Perl, PHP, ASP, etc.)
- Third party software
- Tasks performed within the administration panel of the software. Envex Developments will explain how to complete these tasks, but will not physically complete them for the customer.
- Web hosting

3.3 Additional Per-Fee Support

There are several additional tasks supported by Envex Developments, but are assessed an additional fee, and not covered as part of general support, as described in [2.1 Support Requests](#).

- **Script Installation (\$50)** – If for any reason, the customer needs the purchased software re-installed on their web server, there is a one-time fee of \$30 USD.

- **Database Transfer (\$120)** – If for any reason, the customer needs the purchased re-installed on a different web server, and their member database transferred to the new server, there is a one-time fee of \$70 USD.
- **Backup Recovery (\$10)** – If the customer needs their database reverted to a backup taken by the software, for any reason, there is a one-time fee of \$10 USD.

In special circumstances, the following are also supported by Envex Developments, provided the customer has a dedicated web server, with root access. Envex Developments reserves the right to refuse any of the below services, for any reason.

- **Perl Module Installation (\$30)** – If the customer needs a Perl module installed, in order to use the purchased software, a one-time fee of \$30 is charged.
- **General Server Administration (\$40 per 30 minutes)** – If the customer requires general server administration work, such as Apache configuration, there is a fee of \$40 USD per 30 minutes.

3.4 Software Upgrades

From time to time, Envex Developments will release upgrades to its software, which are available through the Customer Area. Generally, Envex Developments offers all small upgrades free of charge. However, Envex Developments reserves the right to charge a fee for any upgrades released.