

DotNetNuke

- Easy to Use
- Extensible
- Highly Scalable

DotNetNuke Elite Support is for organizations deploying DotNetNuke in critical applications. Elite Support provides DotNetNuke Professional or Enterprise Edition users with a higher level of support including:

- **Live phone support** in addition to online support
- **Priority management** of trouble tickets
- **Guaranteed two hour** support response
- **Extended support hours** from 6 am to 6 pm Pacific Time
- **Installation or upgrade assistance** to ensure a successful initial deployment
- **Source code access** including the proprietary Professional or Enterprise Edition modules

Elite Support Features

Technical Support

Elite Support includes phone-based and online technical support. Priority support is available over a wider window than standard Professional or Enterprise Edition support hours and includes two hour guaranteed response. Our standard support is provided via an online ticketing system while Elite Support is provided both online and via the telephone. Online support for the Professional and Enterprise Edition is provided through the DotNetNuke Support Network (DSN). The DSN allows your users to access the online Knowledge Base, download your Professional or Enterprise Edition software, and submit technical support requests.

DotNetNuke Corp. professionals in North America provide first level support with second level support provided by architects and engineers from around the world. Your online support requests submitted by 4 pm Pacific Time Monday through Friday receive a response the same business day. Requests submitted after 4 pm Pacific Time will receive a response within 2 business hours the next business day.

Phone-based Elite Support is available from 6 am to 6 pm Pacific Time with two business hour response Monday through Friday excluding holidays.

	Standard Support	Elite Support
Support Hours	9 am to 5 pm Pacific, M-F	6 am to 6 pm Pacific, M-F
Online Support	✓	✓
Phone Support		✓
Maximum Response Time	8 business hours	2 business hours

Installation or Upgrade Assistance

Elite Support entitles your organization to a one time, phone-based installation or upgrade session with a DotNetNuke Corp. technical support engineer. During this session our support team will teleconference with your engineers and provide assistance with the installation or upgrade of your DotNetNuke deployment to the most current Professional or Enterprise Edition release. This session does not include assistance with the upgrade of third party software or the creation of custom software code. If your organization requires consulting assistance on the development of custom code, please review our [Developer Support Services](#) offering.

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Source Code Access

Elite Support includes source code access to the proprietary Professional or Enterprise Edition modules. The core DotNetNuke framework is open source and the source code is available to all DotNetNuke Community, Professional, and Enterprise Edition users. However, the Professional and Enterprise Editions include proprietary modules which provide functionality such as web farm caching and content approval workflows. The source code to these unique modules is not available with the standard Professional and Enterprise Edition subscriptions. You may request electronic delivery of the source code.

Contact Us Now

Contact DotNetNuke Corp. now for further information about DotNetNuke Elite Support. You can reach us at (650) 288-3150 or Marketing@DotNetNuke.com.

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