DotVVM Support Options

Commercial Support

Considering DotVVM for a large project? We offer commercial support for companies and teams of any size.

Support Tier	Price	Support Hours Included	Response Time	Additional Offers
Ad Hoc	$0 / month	none	2 Business Days	- $140 / hour
Basic	$300 / month	5 / month	Next Business Day	- $100 / additional support hour - 1 complimentary license of each DotVVM commercial product
Standard	$575 / month	10 / month	Next Business Day	- $95 / additional support hour - 2 complimentary licenses of each DotVVM commercial product
Premium	$1150 / month	20 / month	Next Business Day	- $95 / additional support hour - 4 complimentary licenses of each DotVVM commercial product

The support includes:

- E-mail and private forum support
- Skype for Business calls with our support engineers
- Private beta releases

Should you have any questions, we will be happy to help you at support@dotvvm.com.

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Support Hours and Charges

We charge you for the number of minutes our engineers needed to answer the questions or for the number of minutes of a Skype for Business call. If the incident concerns a bug in the framework or any other DotVVM commercial product, no support time will be charged.

If the included support hours are not used in a particular month, they are transferred automatically into the following month.
Support hours can be transferred only to the following month. If the support hours are not used in the following month, they cannot be transferred again.

The minimum commitment for Basic, Standard and Premium plans is 6 months. If you pay by a credit card or PayPal, we will charge you every month. If you need to pay using a wire transfer, the payment is required every 3 months.

Working Hours

Our support engineers communicate in English or Czech.
Our working hours are 8 AM to 6 PM (UTC).

Public Support Channels

Please note that our public support channels are excluded from the commercial support. You can ask unlimited number of questions and we will answer them but we are not able to guarantee the response times.

- Gitter chat (https://gitter.im/riganti/dotvvm)
- StackOverflow (the question with the dotvvm tag)

The time our support engineers spend by answering questions on these channels is not counted in your support hours.

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Example 1: Ad Hoc Support

You haven't purchased any support plan and you run into a problem. At first, you need to pre-pay the support credits, $70 at minimum. Then you can contact us on the private support forum or at support@dotvvm.com.

Our engineers spent 12 minutes by researching the issue and replying to the message. You confirmed that the problem is solved and you are charged $28.

Example 2: Basic Support

You have purchased the Basic support plan. You have sent us 6 questions which take 1.5 hours to be answered. You've also asked for two Skype for Business calls. The first one was 30 minutes long. The second call lasted 1.2 hours but it concerned a bug in DotVVM framework so we didn't charge you for that. We will send you a private beta release of DotVVM as soon as we had found the issue to confirm that it was fixed.

At the end of the month you have 3 hours left. These hours are transferred to the following month so you have 8 hours in total for the second month. You don't have any questions in the following month.

The 3 hours from the first month cannot be transferred again but the 5 hours from the second month are transferred to the third month.

In the third month, you use all 10 support hours and need more. You have 3 options:

- You can purchase support credits and continue with the Basic support rate of $100 / additional support hour (billed by minutes).
- You can upgrade to the Standard or Premium support tier.
- You can use our public channels (Gitter, StackOverflow) for free but we cannot guarantee the next business day response.

Should you have any questions, we will be happy to help you at support@dotvvm.com.