

Technical support



Good day! This file is intended to familiarize you with the tariff plans of those support builds. This file describes the types of service for assemblies L2-scripts.com, responsibilities, terms and rates customer service.

Treat carefully and read everything to do not have any questions. After purchasing the Server Pack, you automatically agree with its contents.

Tariff plan «Minimum»

Prices:

Updates High Five – 75 usd 1 month

Updates Interlude – 75 usd 1 month

Updates Classic 1.0 – 2.7 – 175 usd 1 month

Updates Helios – 175 usd 1 month

Updates Grand Crusade – 175 usd 1 month

The first month after purchase of the Build – free rate + discount on the purchase of Build 10%.

Responsibilities of the Studio l2-scripts.com: This tariff plan provides only updates 2 times during the reporting period. That is , you you will be provided with an Build and then another in a month, at any time convenient to you, you can still 2 times to ask for updates. Updates include absolutely everything resolved the report all our customers and planned implementation. Technical support and access to bug to report on this tariff plan, you do not have. Available to you only the updates and consultations via Skype with the developer. Critical problems are solved directly using the programmer on Skype. (these include dupy, instability on the part of the Build, the acute deterioration of the economy and the balance of the game, identified critical cheats and other problems that the programmer deems critical at your discretion)

Tariff plan «Standart»

(Default)

Prices:

Support High Five – 125 usd 1 month

Support Interlude – 125 usd 1 month

Support Classic 1.0 – 2.7 – 250 usd 1 month

Support Helios – 250 usd 1 month

Support Grand Crusade – 250 usd 1 month

The first month after purchase build support for free (default tariff).

Responsibilities of the Studio l2-scripts.com:

a) All non-critical bug reports are resolved through a bug report on the forum in the client section.

b) non-Critical problems, the programmer makes to your plan in its sole discretion, 90% of bug reports are resolved within a few days, the maximum term to resolve non-critical issues - 1 month from the date of application.

There are exceptions in cases if:

the solution of the problem requires very large time investment from the programmer

- the problem is, in the opinion of the programmer generally does not affect the gameplay and / or may not affect the performance of the server.

C) Critical - are handled directly through the programmer on Skype. (these include dupy, instability on the part of the Assembly, the acute deterioration of the economy and the balance of the game, identified critical cheats and other problems that the programmer deems critical at your discretion)

g) Fixes for critical problems when fully formed and detailed bug report, produced usually the same day. The maximum 3 days after treatment.

d) issue of global updates 2 times per month on the basis of all bug reports from customers.

e) Re-binding IP build no more than 1 time per month. If more is paid 40 USD for this procedure. If you ended support, but you need to change the IP , the procedure also costs 40 USD.

g) Acquiring a second binding is 30% of the cost of the build at the moment. Or the variant binding to domain name for an agreed price with the developer.

h) the Results of the updates performed to the full compiled build, and to you to monitor special programs and our list of fixes changes and implement on your server.

Why are we unable to refuse the client:

a) the Client shall not at every slightest occasion to write to a programmer in Skype, communication with customers in this type of technical support is limited to critical problems only.

- If you are constantly responsible programmer in Skype and assists on minor issues, consultations and other highlights, this is his initiative, but not an obligation. He just has time to answer You.

- If you say, behold, he helped us and now is silent, it means that the time he does not, he's doing something more important.

- Try as much detail as possible and always first write the problem on the forum.

- If you write the jury a claim that a fix was not made, although the time has expired and you are not done, the jury will be asked to present a topic in a forum where he'll see the date of the first appeal on this issue.

If there is no such topic, and something you just wrote to a programmer in Skype and he didn't, the jury will be forced to send you to the forum and write a bug report, and that since its creation, we can make a bug report in our plan.

(No threads - no problem) we are All living people, and the programmer may not see your message in Skype or forget about it. So please kindly always, any bug reports to start from forum.

b) We don't have to deal with setting up your server, setting up shops, setting comuniti Board, system administration, install the build on your hardware to communicate with your players and implement update the Assembly.

It's not part of the standard service support. These services must be ordered separately.

If there are clear issues configs or the requirements of the Assembly system environment, is happy to answer all your questions, but no more.

c) We can refuse to consider a bug report if your bug report does not apply to the official game content. For example, there is some kind of service long forgotten and non-who need a little, found out that it doesn't work.

We have the right to refuse the development of this service, config and other things... usually do all your wishes, but to claim it based on the support of those you can't.

g) we Have strict dates for planned updates - 1-10 day of each following month.

But in this period we can guarantee the stability of the product issued by us, for everything has its plan, including testing that end-to-1omy.

- If you are late in paying, the issuing of updates is possible only on the revision, which was last in your billing period. To give the current revision, if payment is not made - we don't have.

- If you are not treated during the period of validity of the support - means you paid for it does not carry over to the following month and are not renewed.

If you miss a payment technical support for more than 1 month for the resumption of technical support, technical support will be charged at 150% of the price of this type of fare. We often make concessions to clients, we understand all your difficulties and situation, and usually give discounts, and forgive some debts. If you have not paid support for more than 6 months, the resumption of cooperation is not possible, in this case the Assembly you purchased again, of course, discounts !

Tariff plan «Standart» + access on SVN

Prices:

Support High Five – 250 usd 1 month

Support Interlude – 250 usd 1 month

Support Classic 1.0 – 2.7 – 375 usd 1 month

Support Helios – 375 usd 1 month

Support Grand Crusade – 375 usd 1 month

If you want this support immediately after buying the Build, you have to buy extra.

Responsibilities of the Studio l2-scripts.com:

All support is exactly the same as standard support, but you have the pros and convenience in operation.

a) access to the svn (the current work to Database + fill stable nuclei with a frequency of 2-4 times per week)

b) you must have a permanent IP address is for one customer do one binding for svn.

C) You agree that swine is your current work and require us to stability each roar - makes no sense.

d) This tariff with access to SVN are possible only for regular customers with a term permanent job with us from 3 months.

Unable to refuse any client in the provision of this tariff without explanation.

Tariff plan «Advanced» + access on SVN

Prices:

Support High Five – 450 usd 1 month

Support Interlude – 450 usd 1 month

Support Classic 1.0 – 2.7 – 500 usd 1 month

Support Helios – 500 usd 1 month

Support Grand Crusade – 500 usd 1 month

If you want this support immediately after buying the Build, you have to buy extra.

a) all Work occurs directly through the programmer in the priority option, not according to our plan fixes, and make priority for your bug report. Think first for you, and what we do.

(critical and non-critical issues associated only with incorrectly working off of content + all available to build systems and services.)

- What is critical and what is not is up to the client, not us. We fix first the problem you indicate.

b) non-Critical problems are resolved within a week maximum

C) Critical issues are resolved within days after receipt of the complaint.

g) Issuing updates on demand up to 10 times per month.

d) Re-binding of the Assembly no more than 3 times a month. If more is paid 40 USD for this procedure.

g) Acquiring a second binding - free. Each subsequent license - 30% of the cost of the Assembly on the same day.

The results of the update comes in the form of fully compiled assemblies and you to monitor special programs and our list of fixes changes and implement on your server. Also available in SVN for a more thoughtful and detailed updates of your server.

Plus all those duties that are standard in the support, also available to you.

Why are we unable to refuse the client:

a) We don't have to deal with setting up your server, setting up shops, setting komuniti Board, system administration, installation assemblies on your equipment. It is not in the service of extended support. These services must be ordered separately.

If there are clear issues configs or the requirements of the Assembly system environment, is happy to answer all your questions.

b) we do not work on your forum, do not communicate with your players and do not implement updates to your server. We are not your system administrators.

Individual work on your project

prices:

From 1000 USD 1 month

Allocate a programmer, who directly works with you, the prices are accurate on the basis of mutual agreements, depending on the time cost of the programmer.

Sincerely, administration L2-scripts.com