



IN CASE OF EMERGENCY PROCEDURE

In the event of an emergency do not hesitate to contact us. We are here for you. The best methods of contact are via phone and Redmine. Below you will find an outline of the procedure based on your response.

PHONE NUMBER: 503 667 4564

1. Call the number listed above and you will be directed to our answering service.
2. Select Option **Two** for Emergency Support.
3. Our on-call staff will be contacted. Please provide:
 - a. The name of your company
 - b. Your name and title
 - c. A brief description of the emergency at hand and how CMD can best assist you
 - d. How to get a hold of you (Email/Phone)
 - e. The ticket/issue number if it exists
4. Upon retrieval of the message, our on-call staff will update a corresponding ticket and/or create a ticket to notify you that we received your message.
 - a. If you do not have a client environment, we will return your call and retrieve further details while briefing you on our Services Agreement. Note: A services agreement, located [here](#), must be executed in order for us to help you.
 - b. Specify in the call message that you would like real-time communication if you would like to work with our team in that format. Please provide a Google (or Google Apps) email address we can contact via Google Hangouts. Our team will contact you and archive messages to the related ticket.
5. We will log into your systems and begin investigating the problem OR we will troubleshoot with you (based on access privileges and client preference).
6. The on-call expert will work with you until the emergency is resolved or until we need your guidance to continue. The resolution will be posted in the ticket and the emergency will be written up in an incident report for our team to review.

Note: Communication will be primarily via Redmine, however **please be available for us to call you back to discuss details further in an effort to be as efficient as possible and resolve the emergency.**

REDMINE:

1. For current clients: Send an email to your [\\$client@commandprompt.com](mailto:$client@commandprompt.com) address with details of the emergency and your contact information. **Please make sure to set the issue priority to Emergency. Do this by typing:**

priority: emergency (critical)
Priority: Emergency (Critical)
on any new line within the email. BE SURE TO INCLUDE THE SPACES.

OR Login to your Redmine environment and create a ticket with details regarding your immediate issue. **Please make sure to set the ticket status to Emergency.**

2. Setting the issue priority to emergency will initiate our emergency alert system and contact our on-call staff.
3. Unless you specify to call you with your phone number in the ticket, our on-call staff will respond via the ticket to address the emergency and begin diagnostics.
 - a. **Please remain available for answering questions, phone discussion, and to provide further guidance. This is crucial to us solving the problem.**
4. Please see steps 4-6 above for a summary of our Redmine emergency procedure going forward.

RATES:

If you are a SLA or Proactive SLA client, you will not be charged after hours, weekend, or emergency rates. Your normal hourly rate will apply.

SLA rate: 175.00/hr

Proactive SLA rate: 150.00/hr

If you do not have an SLA or Proactive SLA please refer to your services agreement for rates.

Emergency rates are applied when a client (new or existing) requests immediate service. Immediate service is defined as: A technician must immediately stop their current work to service the request. Emergency service rates are calculated at (rate * 1.5) for standard rates and (rate * 2) for extended rates. Command Prompt will always make a reasonable effort to any service request. If you feel that your request can wait one or two hours you can potentially avoid the emergency rate.

**For all emergencies outside the hours of 7am and 5pm PST we charge one hour minimum.*

***Command Prompt will not provide support before a Services Agreement is signed.*