

GTxcel Service Level Agreement

How To Contact Us

Support Portal

Logging into the [support portal](#) is the best way to contact us, especially if you will be submitting ad order requests to our ad support team. The support portal also allows you to see ticket archives and makes it easy to stay up-to-date on the status of your requests.

Email

help@gtxcel.com

Voicemail

Regular Business Hours Number:

1-800-609-8994 (option 2)

Voicemails automatically generate tickets within our customer support ticketing system. The voicemail is manually transcribed into the ticket.

Important Note: We recommend using voicemail only if you do not have access to a computer or email. Voicemail content may not always translate as accurately as we'd like into the ticket. Due to this workflow, leaving a voicemail may result in a slower response.

Availability

Business Hours

Monday-Friday from 8AM-7PM EST

Response Time

For feature requests and production requests, you can expect an initial response within 1 hour. For incident reports, response time may be faster, depending on the severity of the incident.

Holidays

GTxcel Customer support is closed on the following holidays. Our after-hours support hotline is always available for reporting critical incidents.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Service Level Agreement

All Requests

The GTxcel Customer Support Team strives to assign a Support Agent to all tickets within one hour of receiving the ticket within our ticket management system. If your ticket is a Level 1 incident, the GTxcel Support and Production Team will respond within 30 minutes.

Incidents

If the reported issue is determined to be an incident, the GTxcel Customer Support and Production Team will manage the incident by its severity level:

Level 1 Incident (Resolution Goal: 2 hours, max of 24 hours)

- Site or large portion of site is down, unreadable, or unusable
- Homepage is down, unreadable, or unusable
- Customer's entire Ad Run or homepage sponsorships are down, unreadable or unusable

Communication Protocol: The Support Team will strive to communicate every hour until a resolution path is defined.

Level 2 Incident (Resolution Goal: 1-2 business days, max determined per incident)

- A single page other than the homepage is down, unreadable, or unseeable
- A customer-specific module is down, unreadable, or unusable
- There is no known immediate work-around

Communication Protocol: The Support Team will strive to communicate at least once a day until a resolution path is defined.

Level 3 Incident (Determined Per Incident)

An incident with a known work-around that creates minimal or no impact to the end user.

Communication Protocol: The Support Team will strive to communicate a work-around path or status within two business days.

Feature Requests

All feature requests are reviewed by the Product Team at least once a week. The majority of feature requests are reviewed quarterly via our normal product development process. If your feature is selected for accelerated development after review, the GTxcel Support and Production Team will let you know within one week. If your request will be managed via the quarterly cycle, you will have an opportunity to advocate for that request at the quarterly product review meeting.

Production Requests

Production requests are estimated for points and turnaround time before work is begun.

GTxcel Technology Protocols

A website is a series of plugins, files, code and services that all come together to generate each web page. In most cases, the great majority of that code is managed by GTxcel. However, if you have requested customizations and/or integrations, there may be plugins, files and code that are custom to your website and content that are your team's responsibility. In some cases, managing this code may be beyond your technical capabilities or just something you would like GTxcel to handle. In those cases, GTxcel Production Services can help.

Below is an overview of the types of code on your site and our testing & support protocols for each.

Please note, GTxcel does not expect you to know if a problem is from a particular kind of code. Feel free to submit any problem and after we investigate it, we will let you know what type of code is the cause of the reported problem.

Core GTxcel Managed Technology

The following technology is managed by the GTxcel support and development teams as part of the GTxcel for WordPress solution.

Server/Hosting

Definition:

This is the actual hardware and network that your website is hosted on.

Testing Protocol:

Servers are monitored for uptime each minute.

Support Protocol:

An alert is triggered to the GTxcel engineers if the server is inaccessible for five consecutive minutes. Our engineers investigate all outages five minutes and over, regardless if a customer reports it or not.

WordPress

Definition:

This is the base installation of WordPress.

Testing Protocol:

WordPress is tested prior to each GTxcel release.

Upgrade Protocol:

GTxcel manages all WordPress upgrades and subsequent testing.

Support Protocol:

Reports of problems with WordPress itself are rare and if found, are often addressed quickly by WordPress in subsequent releases. WordPress may make changes to its CMS at any time. GTxcel does not have control over the base CMS functionality. That said, WordPress tends to be stable and make changes incrementally.

Core Theme & Templates

Definition:

Default CSS and page HTML

Testing Protocol:

Core theme and core templates are tested prior to each GTxcel release.

Upgrade Protocol:

Upgrades are managed via the normal GTxcel release process.

Support Protocol:

Reports of problems with core theme and templates are considered incidents (non-billable) and are managed via incident SLA's .

Core GTxcel developed plugins

Definition:

Plugins built by GTxcel are installed by default across all GTxcel website installations

Testing Protocol:

All core plugins are tested prior to each GTxcel release.

Upgrade Protocol:

Upgrades are managed via the normal GTxcel release process.

Support Protocol:

Reports of problems with core GTxcel developed plugins are considered incidents (non-billable) and are managed via incident SLA's .

Core Third Party plugins

Definition:

Third party plugins installed by default across all GTxcel website installations

Testing Protocol:

All core plugins are tested prior to each GTxcel release.

Upgrade Protocol:

Upgrades are monitored by the GTxcel support team and updated periodically as part of the release process. GTxcel does not upgrade all plugins immediately upon release, in many instances we may wait for a major release or important security update before upgrading.

Support Protocol:

Reports of problems with core third party plugins are considered incidents (non-billable) and are managed via incident SLA's . However, if the problem is due to the code managed by the third party, the actual resolution may be beyond GTxcel's control. GTxcel tries to only work with reputable third party vendors who have proven to offer stable products and responsive updates. If the the third party is not responsive to a high level incident, GTxcel will outline alternative solutions and product decisions within 24 hours. These may include using a different plugin.

Beta Third Party plugins

Definition:

Beta plugins are plugins that GTxcel has previously researched and approved for use as a 'beta feature,' meaning our teams are assessing the features popularity with our customers, the ease of use, stability and reliability. Because Beta plugins are still being tested and assessed, there is more risk in using this type of plugin, then a fully vetted core plugin. These plugins are not automatically installed in all instances and are only enabled at the customer's discretion.

Testing Protocol:

Beta plugins are not tested prior to each GTxcel release.

Upgrade Protocol:

Beta plugins are not upgraded unless there is a major security upgrade that has been released. You can request for a Beta plugin to be upgraded, but if there are problems post upgrade, fixes will be considered billable requests.

Support Protocol:

Reports of problems with beta third party plugins are considered incidents (non-billable), however timelines do not follow standard SLAs. Timelines for resolution are given after initial investigation of the problem. If the problem resides in the third party's code, actual resolution may be beyond GTxcel's control. If the the third party is not responsive to a high level incident, GTxcel may discontinue support of the plugin as a beta third party plugin and may suggest an alternative solution or you can continue to use the plugin as a custom solution (see custom solutions below).

Site Theme

Definition:

The site theme is a css file that makes your site look like your site. This file was developed during your implementation. This file lives on the server and is not accessible via WordPress or by the support and production staff.

Testing Protocol:

Your sites custom theme it tested to make sure your site looks the same after each GTxcel release.

Support Protocol:

Reports of problems with the site theme are considered incidents (non-billable) and are managed via incident SLA's .

Custom Technology

The following types of technology can be integrated at the customer's request, either during implementations or via a support and production request.

Custom CSS

Definition:

Within the CMS there are ways to add custom css to pages or the entire site. As part of ongoing upgrades and customizations you can create custom css yourself or request that the support & production staff to make changes to the design of your site. These changes live in the CMS.

Testing Protocol:

Your sites custom css is not tested to make sure your site looks the same after each GTxcel release.

Support Protocol:

Reports of problems with custom css are considered “fix” production requests and are billable. Timelines for fixes are given after initial investigation of the problem.

Custom Third Party Plugins

Definition:

Third Party Plugins installed at the request of the customer.

Testing Protocol:

Custom third party plugins are not tested prior to each GTxcel release.

Support Protocol:

Reports of problems with custom third party plugins are considered “fix” production requests and are billable. Timelines for fixes are given after initial investigation of the problem. If the problem resides in the third party’s code, actual resolution may be beyond GTxcel’s control, the customer will be responsible for communicating with the plugin owner to seek resolution.

Note: If a customer decides to install their own version of a core plugin, so that it is tied to their account, that plugin will be considered a custom plugin at that point.

Custom Plugins

Definition:

Custom plugins are plugins created by GTxcel at the customer’s request

Testing Protocol:

Custom templates & code are not tested prior to each GTxcel release.

Upgrade Protocol:

All upgrades or changes must be requested by the customer, estimated, and scheduled.

Support Protocol:

Reports of problems with custom templates or custom code are considered “fix” production requests and are billable. Timelines for fixes are given after initial investigation of the problem.

Custom Templates/Code

Definition:

Custom templates or integrations of custom code (including plugin extensions) created at the customer’s request

Testing Protocol:

Custom templates & code are not tested prior to each GTxcel release.

Upgrade Protocol:

All upgrades or changes must be requested by the customer, estimated, and scheduled.

Support Protocol:

Reports of problems with custom templates or custom code are considered “fix” production requests and are billable. Timelines for fixes are given after initial investigation of the problem.

Third Party Integrations

Definition:

Integration of third party code (HTML, JS, CSS, etc) that is not integrated via a plugin.

Testing Protocol:

Third party integrations are not tested prior to each GTxcel release.

Support Protocol:

Reports of problems with third party integrations are considered “fix” production requests and are billable. Timelines for fixes are given after initial investigation of the problem.

A note about Ad Server Integrations:

The Advertisement Plugin, which integrates adcode from any adserver and allows certain data to be passed to the adserver itself is managed as part of the Core GTxcel developed plugins.

The adserver that serves the actual creative and determines what ad will show is considered a Core GTxcel technology when using GTxcel’s ad trafficking services and custom technology if the customer does not use GTxcel’s services.