

Get the help you need, when you need it.

Plain Black Corporation provides a number of support options to meet every budget and level of expertise. Our support options are designed to help you find the answers you need, when you need them.

The WebGUI open source community has contributed many excellent documents to the community wiki at wiki.webgui.org, and the free discussion board on webgui.org is an excellent collaboration and troubleshooting resource.

Plain Black's staffed message boards are a timely and easy way to find out everything from a simple "how to" answer to more complex development-based topics. Plain Black's phone support combines the convenience of the staffed message boards with the one-on-one attention of a phone call. Phone support subscribers can personally talk to a Plain Black staff member about urgent issues, and allows Plain Black staff to login directly to the server in question.

Plain Black offers flexible billing options, allowing you to pay an entire year's subscription up front, or in monthly installments. Looking for more? Invest in Rockstar Support to create a customized, detailed support package. Read more about Rockstar Support in the Our Team Joins Yours brochure.

Plain Black Corporation is the developer of the open source content management system WebGUI. Plain Black provides many professional services related to WebGUI such as training, professional development, and design. Our staff is happy to answer your questions.

sales@plainblack.com

www.plainblack.com

For more information about WebGUI, visit the open source project's community website:

www.webgui.org

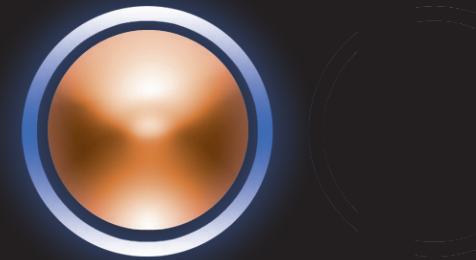


Support

 | plainblack

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Plain Black offers a variety of support options to meet your needs. Support options range from free community discussion boards and documentation, to online and phone support with Plain Black staff.

FREE SUPPORT

Free support is available on the WebGUI community website (www.webgui.org) in the forms of a public discussion board and wiki. Community contributors regularly participate and publish to these resources.

ONLINE SUPPORT

Plain Black's staffed message boards provide expert, timely responses to your questions and problems. Simply post to the support board, and a Plain Black staff member will usually respond within hours to resolve your issue as expediently as possible. In addition, subscribers receive black and white copies of the WebGUI Designers, Administrators, and Content Managers guides for personal resources.

PHONE SUPPORT

Phone Support offers the convenience of Plain Black's staffed message boards combined with the personalized service of one on one telephone service. In addition to the options included in the free and online support options, phone support subscribers receive a telephone number by which to contact a Plain Black staff member during business hours, site and server login services, WebGUI installation and upgrades, priority bug fixes and more.

	Free	Online	Phone
Support Wiki	X	X	X
Public Discussion Forums	X	X	X
WebGUI Designers Guide		X	X
WebGUI Administrators Guide		X	X
WebGUI Content Managers Guide		X	X
Plain Black Staffed Message Board		X	X
Site Login			X
Server Login			X
WebGUI Installation			X
WebGUI Upgrades			X
Annual Performance Tuning Checkup			X
Priority Bug Fixes			X
Phone Support			9am-5pm (GMT -0600)
Contract Length		1 Year	1 Year
Average Response Time		Within 8 Hours	Immediate
Guaranteed Response Time		Within 48 Hours	Within 8 Hours
Price	FREE	\$1000/Year	\$5000/Year