

Paid Support Plans

Overview

Thousands of organisations around the world use Cucumber to support their BDD and testing activities. While the Cucumber open source community is usually helpful and responsive, there is no guarantee that questions asked in the community forum will be answered in a timely manner - or answered at all.

Cucumber Limited's support plans guarantee expert answers in a timely manner.

Plans

We currently offer three different service levels:

	Basic	Standard	Enterprise
Response time¹	3 business days	2 business days	1 business day
Support channel²	Email	Email	Email, phone, chat
Emergency bugfixes³	No	No	Yes
Requests / month	4	6	10
Price / year	\$5000	\$7,500	\$20,000

Anyone in the organisation can submit support requests.

Unused support requests are not carried over to the next month.

Excess requests charged at \$300 per request.

¹ UK business hours (8am-5pm GMT).

² Phone and chat during UK business hours.

³ We aim to fix emergency bugs within one week.

Covered by support plans

Support plans cover resolution of technical and non-technical issues with the following products:

- Cucumber Pro
- Cucumber-JVM
- Cucumber-Ruby
- Cucumber-Rails
- Cucumber.js
- Integrating Cucumber with browser automation tools such as Selenium, Capybara, Watir etc
- Integrating Cucumber with build tools such as Maven, Gradle, Ant, Rake, Ruby gems, Bundler etc

Some of these areas are also covered by our online training programme - [Cucumber School](#).

Not covered by support plans

Organisations that use Cucumber may also require assistance in the following areas:

- BDD process guidance
 - How to improve collaboration between business and developers
 - How to write good Cucumber scenarios
 - Test maintenance
- Other Cucumber implementations
 - SpecFlow
 - Behat

These areas are not covered by the support plans, but we'll be happy to provide training and consulting services that cover these areas. Please contact sales@cucumber.pro for details.