

Paid Support Plans

Overview

Thousands of organisations around the world use Cucumber to support their BDD and testing activities. Cucumber Limited's support plans guarantee expert answers in a timely manner.

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. Email sales@cucumber.io to discuss your plan.

Plans

We currently offer three different service levels:

	Basic	Standard	Enterprise
Response time ¹	3 business days	2 business days	1 business day
Support channel ²	Email	Email	Email, phone, chat
Emergency bugfixes ³	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.io for details.