



# Overview of Maintenance and Support Plans

Support Level		Base (email only)	Business Standard	Business Premium
<b>Support Hours and Availability</b>				
Support Channel	Priority			
Phone	1 (High)	N/A	8:30 AM – 5:30 PM (ET) Callbacks M-F	24x7
	2 (Med)	N/A	8:30 AM – 5:30 PM (ET) Callbacks M-F	8:30 AM – 5:30 PM (ET) Callbacks M-F
	3 (Low)	N/A	8:30 AM – 5:30 PM (ET) Callbacks M-F	8:30 AM – 5:30 PM (ET) Callbacks M-F
Web Portal (Ticket)	All Levels	Monitored 8:30 AM-5:30 PM ET, M-F	Monitored 8:30 AM – 5:30 PM ET, M-F	Monitored 8:30 AM – 5:30 PM ET, M-F
Streaming/remote access	All Levels	At SRT's discretion	Yes	Yes
<b>Initial Response Time</b>				
Priority 1 (High)*		2 Business days	Same Business Day	2 hours
Priority 2 (Medium)**		Best Effort	1 Business Day	4 Business hours
Priority 3 (Low)***		Best Effort	3 Business Days	1 Business Day
<b>Self-Help Services</b>				
Video Tutorials, Quickstart Guides		Yes	Yes	Yes
Knowledge Base		Yes	Yes	Yes
Community Forum		Yes	Yes	Yes
Software Updates		Yes	Yes	Yes
<b>Premium Services</b>				
Hotfix/Patch Request		No	At SRT's Discretion	Yes
Extended Support for End of Life (EOL) Products		No	Additional 6 months after EOL	Additional 12 months after EOL
Product Roadmap Overview		No	No	Yes
Professional Services (Install, Update, Migration, Consultation)		Full Price	25% Discount	50% Discount
First Look Beta Test Participation		No	Yes	Yes
Priority Feature Requests		No	No	Yes

\* Priority 1 (High) - product down/completely inoperable for all users; Confidentiality or privacy is compromised; Complete data loss

\*\* Priority 2 (Medium) - product unavailable for a subset of end users; Core functionality significantly impacted

\*\*\* Priority 3 (Low) - inconvenience or partial loss of functionality to some users, but a workaround is available

**Business hours are 8:30 – 5:30 M-F**

**A Business Day is defined as 8 business hours after SRT has been contacted**