

Overview of Maintenance and Support Plans

	BASE	BUSINESS STANDARD	BUSINESS PREMIUM
Support Hours and Availability			
Phone - Priority 1 (High)	N/A	M-F, 08:30 - 17:30 ET	24x7
Phone - Priority 2 (Medium)	N/A	M-F, 08:30 - 17:30 ET	M-F, 08:30 - 17:30 ET
Phone - Priority 3 (Low)	N/A	M-F, 08:30 - 17:30 ET	M-F, 08:30 - 17:30 ET
Web Ticket Support	M-F, 08:30 - 17:30 ET	Yes	Yes
Virtual support (Remote)	At SRT's discretion	Yes	Yes
Initial Response Time			
Priority 1 (High)*	2 Business days	Same Business Day	2 hours
Priority 2 (Medium)**	Best Effort	1 Business Day	4 hours
Priority 3 (Low)***	Best Effort	3 Business Days	1 Business Day
Self-Help Services			
Video Tutorials	Yes	Yes	Yes
Knowledge Base	Yes	Yes	Yes
Community Forum	Yes	Yes	Yes
QuickStart Guides	Yes	Yes	Yes
Software Updates	Yes	Yes	Yes
Premium Services			
Hotfix/Patch Request	No	Yes, Where Applicable	Yes, Where Applicable
Extended Support for EOL	No	Additional 6 mos	Additional 12 mos
Product Roadmap Overview	No	No	Yes
Professional Services	Full Price	25% Discount	50% Discount
First Look Beta Test Program	No	Yes	Yes
Priority Feature Requests	No	No	Yes

* **Priority 1 (High)** - product completely inoperable for all users; confidentiality/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

A business day is defined as 8 business hours from the time SRT has been contacted.