

SERVICE PACKAGE	BRONZE	SILVER	GOLD
Updated Guarantee	X	✓	✓
Support Time	X	Mo-Fr, 9 am – 5pm (EST+1)	Mo-Fr, 9 am – 5 pm (EST+1) + individual appointments
Response Time			
Prio 1 – Emergency, total failure	8 hours	max. 4 hours	within 2 hours
Prio 2 - Critical issues	X	within 8 hours	within 4 hours
Prio 3 – Support necessary	X	within 16 hours	within 8 hours
Prio 4 – Questions, Non-critical issues	X	within 4 days	within 2 days
Telephone Support			
Prio 1 – Emergency, total failure	X	X	Emergency Number
Prio 2 - Critical issues	X	X	Callback
Prio 3 – Support necessary	X	X	Callback
Prio 4 – Questions/Non-critical Issues	X	X	X
- Setup Assistance	X	1 week after delivery	Unbounded
Support Portal Usage			
FAQ/ Tutorials	✓	✓	✓
News/Announcements	✓	✓	✓
Forum Access	✓	✓	✓
Education Area	✓	✓	✓
Support tickets included/year	X	25 Tickets/year	Unlimited
Tutorial Offer			
Online Live-Workshops	X	X	X
Tutorial Videos	X	X	X
Best Practices, Tips & Tricks	X	X	X
Instruction Guides	X	X	X
Product Family		Early rate	Yearly rate
MAYA	X	\$219	\$1099
CARLITA	X	\$329	\$1099
CARLA	X	\$549	\$1099
		2 Year Extension	
MAYA	X	\$329	\$2199
CARLITA	X	\$549	\$2199
CARLA	X	\$824	\$2199

* each ticket in the bronze plan will be charged in regards to the expenditure