SERVICE LEVELS

BASIC SUPPORT - FREE

- Help using the support - center or e-mail

SUPPORT-CONTRACT SILVER - 125$ per month

- Additional support by phone weekdays between 9.00 and 17.00
- Preferred ticket-processing before basic support
- Max. 25 tickets or requests per month
- Guaranteed response time of 24 hours
- Online Remote Control if needed

SUPPORT-CONTRACT GOLD - 485 $ per month

- All services of „Silver“ included
- Guaranteed response time of 6 hours
- On-site service within 3 working days (Additional costs & expenses incurred)
- Preferred ticket-processing before basic & silver
- Max. 50 tickets or requests per month

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