

VIDIZMO Support Feature	Standard	Premier	Premier Plus
Web incident submission	Yes	Yes	Yes
Unlimited break/fix (24x7)	Yes	Yes	Yes
Fastest response time	< 4 hours	30 minutes	15 minutes
Phone support (callbacks)	3/Month	Unlimited	Unlimited
Service Delivery Management	Pooled	Assigned	Assigned
Priority handling	No	Yes	Yes
Escalation phone line	No	Yes	Yes
Advisory support	No	Limited	Full
Developer / Enterprise Integration Support	No	Limited	Full-40 hours/Year
Price	Free	Optional	Optional
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Impact & Response Times

Impact	Customer's situation	Expected VIDIZMO response	Expected customer response
Critical	<p>Critical business impact: Customer's business has significant loss or degradation of services</p> <ul style="list-style-type: none"> Needs immediate attention 	<p>Initial response:</p> <ul style="list-style-type: none"> 15 min or less for Premier Plus 30 min or less for Premier 4 hours or less for Standard Continuous effort all day, every day 	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous effort all day, every day Accurate contact information on case owner
High	<p>High business impact: Customer's business has significant loss or degradation of services</p> <ul style="list-style-type: none"> Needs immediate attention 	<p>Initial response:</p> <ul style="list-style-type: none"> 1 hour or less for Premier Plus 2 hours or less for Premier 12 hours or less for Standard Continuous effort all day, every day 	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous effort all day, every day Accurate contact information on case owner
Medium	<p>Moderate business impact:</p> <ul style="list-style-type: none"> Customer's business has moderate loss or degradation of services but work can reasonably continue in an impaired manner 	<p>Initial response:</p> <ul style="list-style-type: none"> 8 hours or less for Premier Plus 12 hours or less for Premier 24 hours or less for Standard 	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous effort unless customer request to opt-out of 24x7 Accurate contact information on case owner
Low	<p>Minimum business impact:</p> <ul style="list-style-type: none"> Customer's business is substantially functioning with minor or no impediments of services 	<p>Initial response:</p> <ul style="list-style-type: none"> 24 hours or less for Premier Plus 36 hours or less for Premier 48 hours or less for Standard 	<ul style="list-style-type: none"> Accurate contact information on case owner