

VIDIZMO SUPPORT & SERVICES PLANS

SUPPORT FEATURE	BASIC	STANDARD	PREMIER	PREMIER PLUS
Web incident submission	Yes	Yes	Yes	Yes
Unlimited break/fix (24x7x365)	Yes	Yes	Yes	Yes
Fastest response time	within 48 hours	within 12 hours	within 4 hours	within 60 minutes
Phone support (callbacks)	No	3/Month	Unlimited	Unlimited
Service Delivery Management	Parties	Parties	Assigned	Dedicated
Priority handling	No	No	Yes	Yes
Escalation phone line	No	No	Limited	Yes
Advisory support	No	No	Limited	Full
Developer / Enterprise Integration Support	No	No	Limited	Full-40 hours/Year
Price	Included	Included with SaaS/Cloud Optional for On-Premises	Optional	Optional
Coverage	24x7x365 (Web Only)	24x7x365 (Web Only)	24x7x365	24x7x365
		Learn more	Learn more	Learn more

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"> 60 min or less for Premier Plus 4 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
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"> 6 hour or less for Premier Plus 12 hours or less for Premier 24 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"> 12 hours or less for Premier Plus 24 hours or less for Premier 48 hours or less for Standard 	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous effort unless customer requests to opt-out of 24x7 Accurate contact information on case owner
Standard	<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 48 hours or less for Premier 72 hours or less for Standard 	<ul style="list-style-type: none"> Accurate contact information on case owner