

SUMMARY OF CLEARVISION PAY-AS-YOU-GO SUPPORT

	Standard PAYG Support	Admin Add-on	Summary of Feature/Limitations
Application support and guidance	✓	✓	Application support coverage for all Atlassian applications. Includes guidance and how-tos for all aspects of Confluence, JIRA, Crowd, Bamboo, Bitbucket (Stash), Fisheye, Clover and Crucible.
Incident break-fix support	✓	✓	Covers incidents and major incidents that occur within the Atlassian applications. If the application is down, we can fix it on a best endeavours basis.
Atlassian verified marketplace add- on support + guidance	✓	✓	Support and guidance for Atlassian verified add-ons. This does not cover installation and configuration (see "Atlassian verified marketplace add-on maintenance") for this feature.
24/7 Customer portal	✓	✓	24/7 access* to our Customer Support portal. Issues will be tracked by Clearvision.
Post-incident investigation	✓	✓	Following an incident that occurred on your Atlassian application, we can investigate the cause and advise on preventative action. This includes outages, authentication failures, performance issues. This will require front-end admin access and backend SSH/RDP in order to fulfill.
Remote support	✓	✓	Remote support for your Atlassian applications for collaborative resolutions. We will connect remotely to discuss and resolve supported issues.
Major incident assistance	✓	✓	Major incident assistance during your purchased support option hours coverage. If an application is down, we can help on a best endeavours basis.
Application administration support	✗	✓	Atlassian application administration on your behalf, including: <ul style="list-style-type: none"> • Dashboardconfiguration • Usermanagement • Schemechanges • Mailconfiguration • Workflowcreationandchanges • Custom field creation
Atlassian verified marketplace add- on maintenance	✗	✓	Maintenance for Atlassian verified marketplace add-ons, including: <ul style="list-style-type: none"> • Add-on installation • Add-on configuration on a best endeavours basis • Add-on upgrades • Add-on scoping
Vendor escalation with issue management	✗	✓	Vendor escalation with issue management includes Clearvision liaising with the application or plugin vendors to reach a resolution of your issue.
Application request fulfilment	✗	✓	Clearvision can fulfil requests for your Atlassian applications including: <ul style="list-style-type: none"> • Space/project/repocreation • Space/project/repo configuration changes • Adding/removing application users • Application configuration