

MARKETPLACE SUPPORT

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Support is offered in the following tiers based on the number of instances in scope. Tailored support models are available on request.

For more information please contact our support team at support@cloudimg.co.uk

All marketplace offerings come pre-bundled with the Basic support plan.

Coverage:

24/7x365

2 hours per month included

BASIC Response SLA:

24 hours for support during normal business

hours

Support via email only

Fixing bugs

Assistance connecting and using the image

Coverage:

24/7x365

8 hours per month

Support via ticketing system

Guidance provided for implementation and

custom configurations

TIER 3

Response SLA:

6 hours for support during normal business hours

TIER 2

Coverage:

24/7x365

24 hours per month

Support via ticketing system & phone

Screen Share troubleshooting included

Response SLA:

4 hours for support during normal business hours. for patching products when necessary

2 hours for severity 1 support calls 24/7x365

Provided with technical 'How to' documentation

Coverage:

24/7x365

Unlimited support calls

Support via ticketing system, phone & slack

TIER I

Response SLA:

2 hours for support during normal business hours.

1 hour for severity 1 support calls 24/7x365

Quarterly environment reviews for best practise and cost optimization recommendations

20% discount on all new clouding marketplace

offerings