

Easyling general support offerings

	Project level Support		Corporate level Support		
	Basic	Standard	Enhanced	Premium	Global
Technical support Initial Response Times targets	2 workdays	1 workday	P1: 2 hours P2: 4 hours P3: 8 hours		P1: 1 hour
Case Priority Escalation	Not available			Yes	
Availability	No dedicated availability, best effort		Business hours CET or ET	Business hours CET or ET 24/7 for P1	24/7
Resolution target times (Interim/Final, hours)	No guaranteed resolution, best effort			P1: 6/24 P2: 24/168 P3: 40/720	
Professional Services per month	1 hour	2 hours	8 hours		40 hours Dedicated SE
Professional Services initial response time	No dedicated availability, best effort		End of next business day	24 hours	24 hours
Channels	email			email, phone	
Monthly Fee	Free	\$240/project	\$960	\$2,400	\$8,000
Commitment	none	3 months	1 year		

Priority of Defect	Definition
P1	<p align="center">Business Critical Failures</p> <p>A Priority 1 problem is any problem when the Easyling application is totally unavailable or which severely impacts the operation, causing the translated website to become unavailable while the original website is still available, with no workaround possible.</p>
P2	<p align="center">System Defect with Workaround</p> <p>A Priority 2 problem is any problem caused by Easyling application that causes the degradation of performance or function of the operation, or which is of an intermittent nature and has a significant impact on the operation, but with a workaround available.</p>
P3	<p align="center">Minor Defect</p> <p>A Priority 3 problem is any problem caused by Easyling application causing non-critical degradation of performance or function or is of an intermittent nature that has a low impact on the operation.</p>