

# FirstRain

## IGNITETECH CUSTOMER SUPPORT PROGRAMS

### *Services to Support Your Success*

| SUPPORT ACCESS                              | STANDARD | GOLD           | PLATINUM |
|---|----------|----------------|----------|
| Support availability (phone support hours)  | -        | Business Hours | -        |
| Response time goals for severity 1 issues   | -        | 4 hours        | -        |
| Web-based ticketing (# of tickets per year) | -        | 24             | -        |
| Support Channel Access                      | -        | Web            | -        |

| PRODUCT ACCESS                                | STANDARD | GOLD | PLATINUM |
|---|----------|------|----------|
| Hot Fix and Update releases                   | -        | ✓    | -        |
| Participation in IgniteTech Unlimited Program | -        | ✓    | -        |