

Ignite Customer Support Programs

| 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) | - | 20 | - |
| Case priority weighting for non-critical issues | - | 2x | - |
| PRODUCT ACCESS | STANDARD | GOLD | PLATINUM |
| Hot Fix and Update releases to licensed product(s) | - | ☑ | - |
| Standard Edition Upgrade releases to licensed product(s) | - | ☑ | - |
| SUCCESS BENEFITS | STANDARD | GOLD | PLATINUM |
| Participation in Ignite Prime Program | - | ☑ | - |
| Prime Kickstart Implementation Services | - | - | - |
| Discount on Professional Services Fees | - | - | - |

Serious Savings for the Long Haul

To learn more about your benefits, please visit us at www.ignitetechnology.com/services

