# IgniteTech Customer Support Programs

*Services to Support Your Success*

<table>
<thead>
<tr>
<th>SUPPORT ACCESS</th>
<th>STANDARD</th>
<th>GOLD</th>
<th>PLATINUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support availability (phone support hours)</td>
<td>-</td>
<td>Business Hours</td>
<td>-</td>
</tr>
<tr>
<td>Response time goals for severity 1 issues</td>
<td>-</td>
<td>4 hours</td>
<td>-</td>
</tr>
<tr>
<td>Web-based ticketing (# of tickets per year)</td>
<td>-</td>
<td>24</td>
<td>-</td>
</tr>
<tr>
<td>Support Channel Access</td>
<td>-</td>
<td>Email &amp; Web</td>
<td>-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PRODUCT ACCESS</th>
<th>STANDARD</th>
<th>GOLD</th>
<th>PLATINUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hot Fix and Update releases</td>
<td>-</td>
<td>✔</td>
<td>-</td>
</tr>
<tr>
<td>Participation in IgniteTech Unlimited Program</td>
<td>-</td>
<td>✔</td>
<td>-</td>
</tr>
<tr>
<td>Customer Success Program</td>
<td>-</td>
<td>✔</td>
<td>-</td>
</tr>
</tbody>
</table>