

SnowMirror Support Levels



Type of services: We offer two versions of SnowMirror to suit different company sizes - **Lite** and **Enterprise**. We also offer three levels of support to match your operational requirements - **Silver**, **Gold**, and **Platinum**. Details of each support level are summarized below:

	<i>Silver</i>	<i>Gold</i>	<i>Platinum</i>
Availability	8/5*	8/5*	24/7
Reaction time: Blocker	Next business day*	Within 2 hours	Within 1 hour
Reaction time: Critical task	Next business day*	Within 4 hours	Within 2 hours
Reaction time: Other problem	Next business day*	Next business day*	Next business day*
Phone support			yes
Development escalation priority			yes
Queue priority			yes
Price (Lite)	Included in price of product	Available for 5000 USD/year	
Price (Enterprise)		Included in price of product	Available for 5000 USD/year

*Business day = 9am to 5pm; GMT+1/GMT+2 summer time; except Czech public holidays