

# 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>
<b>Availability</b>	8/5*	8/5*	<b>24/7</b>
<b>Reaction time: Blocker</b>	Next business day*	Within 2 hours	<b>Within 1 hour</b>
<b>Reaction time: Critical task</b>	Next business day*	Within 4 hours	Within 2 hours
<b>Reaction time: Other problem</b>	Next business day*	Next business day*	Next business day*
<b>Phone support</b>	N.A.	N.A.	<b>yes</b>
<b>Development escalation priority</b>	N.A.	N.A.	<b>yes</b>
<b>Queue priority</b>	N.A.	N.A.	<b>yes</b>
<b>Price (Lite)</b>	Included	<b>Available for 5000 USD/year</b>	
<b>Price (Enterprise)</b>	Included		<b>Available for 5000 USD/year</b>

\*Business day = 9am to 5pm; GMT+1/GMT+2 summer time; except Czech public holidays  
N.A. = Not Available