

# SnowMirror Support Levels

SnowMirror provides three product editions designed to accommodate businesses of every size. Support is automatically included in every edition – **Silver**, **Gold**, and **Platinum**. The choice of which package to select is up to you. Details of each support level are summarized below:

	Silver	Gold	Platinum
<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 hour
<b>Reaction time: Other problem</b>	Next business day*	Next business day*	Next business day*
<b>Phone support</b>	N.A.	N.A.	yes
<b>Development escalation priority</b>	N.A.	N.A.	yes
<b>Queue priority</b>	N.A.	N.A.	yes
<b>Price (Lite)</b>	Included	N.A.	
<b>Price (Enterprise)</b>		Included	<b>Available for 990 USD/month</b>
<b>Price (Cluster)</b>			Included

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

**Blocker:** The defect affects the whole system and the failure causes issues in other critical systems. It does not have a workaround. Example: SnowMirror crashed and it is unable to start, critical reporting is impacted.

**Critical:** The defect affects critical functionality or critical data. It does not have a workaround. Example: Several synchronizations failed for an unknown reason and the data-loss is affecting critical reporting.

**Major:** The defect affects major functionality or major data. It has a workaround but is not obvious and is difficult. Example: A single synchronization failed and the reporting is impacted.

**Minor:** Rest of the incidents.