# Easyling general support offerings

| | **Project** level support | | **Corporate** level support | | |
|---|---|---|---|---|---|
| | **Basic** | **Standard** | **Enhanced** | **Premium** | **Global** |
| **Monthly fee** | **Free** | **$240** / project | **$960** | **$2,400** | **$8,000** |
| Client commitment | none | 3 month | 1 year | | |
| Availability | Business hours CET | Business hours CET or ET | Business hours CET or ET | Business hours CET or ET 24/7 for P1 | 24/7 |
| **Technical Support** Initial response target times | Best effort | 2 workdays | P1: 2 hours<br>P2: 4 hours<br>P3: 8 hours | | P1: 1 hour |
| Resolution target times (interim/final hours) | No guaranteed resolution, best effort | | | P1: 6/24<br>P2: 24/168<br>P3: 40/120 | |
| Case priority escalation | Not available | | | Yes | |
| **Professional Services** included / month | 1 hour | 2 hours | 8 hours | | 40 hours dedicated Solution Engineer |
| **Professional Services** Initial response time | No dedicated availability, best effort | | End of next business day | 24 hours | 24 hours |
| Channels | email | | | email / phone | |

| **Priority of defect** | **Definition** |
|---|---|
| P1 | Business Critical Failures<br>A Priority 1 problem is any problem when the Easyling application is totally unavailable or which severely impacts the operation, causing the translated website to become unavailable while the original website is still available, with no workaround possible. |
| P2 | System Defect with Workaround<br>A Priority 2 problem is any problem caused by Easyling application that causes the degradation of performance or function of the operation, or which is of an intermittent nature and has a significant impact on the operation, but with a workaround available. |
| P3 | Minor Defect<br>A Priority 3 problem is any problem caused by Easyling application causing non-critical degradation of performance or function or is of an intermittent nature that has a low impact on the operation. |

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