

Comarch Cloud Infraspaces Support

Premium support

Premium support is dedicated for mission-critical environments that are strategically dependent on Comarch CCI Platform. The following *extra* support is provided only if you have a Premium support plan:

- Top priority in carrying out support
- Enabled Technical Account Manager to actively monitor your environment and assist you with the optimization
- Business Account Manager for being in contact with our experts who can provide you with specialized technical consultations and additional assistance
- Quarterly business reviews

Advanced support

Advanced support is offered to environments with a limited number of business-critical applications.

Basic support

Basic support is provided to non-production environments or workloads where traditional severities and response times are not necessary.

Changing your support plan

You can customize your support plan at any time by contacting Comarch Cloud Infraspaces sales team. Visit our website: infraspaces.comarch.com and simply click on the Contact Us button. From there, you can communicate with a dedicated expert via phone or email.

	BASIC	ADVANCED	PREMIUM
Description	Basic business protection which is included in your Comarch CCI Platform	Prioritized case handling and support experience that meet your business needs	Enhanced client engagement that goes hand in hand with your business profile to accelerate Time to Value
Availability	24/7 access to the Comarch CCI technical support via a ticketing system, documentation and whitepapers	24/7 access to the Comarch CCI technical support via a ticketing system, documentation and whitepapers	24/7 access to the Comarch CCI technical support via a ticketing system, documentation and whitepapers
Technical Support	*Contact with the technical support team during the business hours	24/7 access to technical support team	24/7 access to technical support team
Technical Support Approaches	Ticket	Ticket, phone	Ticket, Phone, Chat
Who can direct cases	One primary contact 10 cases / Quarter	2-5 defined contacts Unlimited cases	Unlimited contacts Unlimited cases
Initial response time	General guidance: < 36 business hours System impaired: < 12 business hours	General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours	General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 1 hours Business-critical system down: < 30minutes
The architecture of support	General	Contextual to your use-cases	A consultative review and professional guidance based on your applications
Third-Party Software Support	Not applicable	Interoperability & configuration guidance	Interoperability & configuration guidance and troubleshooting
Additional support	Not applicable	Quarterly business reviews	Quarterly business reviews

			An assigned Technical Account Manager Business Account Manager
Account Assistance	Not applicable	Not applicable	*Contact with the technical support team during the business hours
Price	Included	Start with 1 500 € + 19% of monthly usage for the first 5 000 € – 7 000 € + 14% of monthly usage from 7 000 € – 10 000 € + 11% of monthly usage from 10 000 € – 20 000 € + 8% of monthly usage over 20 000 €	Please contact our sales representative OR Minimum level at 10 000 € / month

*Business hours are defined as 9:00 AM to 6:00 PM CET, excluding holidays and weekends

SEVERITY LEVELS

Comarch will address each support request according to the following categories, depending on the severity of the impact experienced by the customer:

Business-critical system shutdown:

Definition: A customer is unable to fulfil its business objectives due to critical loss of service and business operations.

Example: A customer is unable to launch or terminate instances or the CCI platform is partially inoperable.

Defective production system:

Definition: Important functions of the CCI platform are degraded. Operations can continue in a restricted form, although long-term productivity might be significantly affected.

Example: A sporadic CCI platform interruption.

Impaired system:

Definition: Partial, non-critical loss of functionality of the CCI platform. Impaired operability of a few components, but the user can continue using the platform.

Example: Inability to launch or terminate new instances. Current instances are operating normally. / Low performance of any of the CCI platform components.

General guidance:

Definition: Non-critical; *general use* questions about the CCI platform.

Example: Unusual delay in launching new instances.

Customer will accept the severity levels defined and communicated by Comarch, providing that Comarch's classification is reasonable.