

	<b>BASIC</b>	<b>ADVANCED</b>	<b>PREMIUM</b>
Description	Basic business protection which is included in your Comarch CIC 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 CIC technical support via a ticketing system, documentation and whitepapers	24/7 access to the Comarch CIC technical support via a ticketing system, documentation and whitepapers	24/7 access to the Comarch CIC 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
Who can direct cases	One primary contact	2-10 defined contacts	Unlimited contacts
Initial response time	Business-critical system down: < 16 business hours Production system impaired: < 24 business hours System impaired: < 24 business hours	Business-critical system down: < 4 hours Production system impaired: < 8 business hours System impaired: < 16 business hours	Business-critical system down: < 1 hours Production system impaired: < 12 hours System impaired: < 8 business hours
Incident resolution time	Not applicable	Business-critical system down:< 8 hours Production system impaired: < 24 business hours System impaired: < 40 business hours	Business-critical system down: < 4 hours Production system impaired: < 24 hours System impaired: < 24 business hours
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
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