

Services / Level	Level C	Level B	Level A
Response time	Up to 24h	Up to 12h	Up to 6h
Phone support for incidents	Not included	Not included	8h×5days
Maintenance tasks: users, backup, etc	Not included	Included	Included
Service request changes	Not included	Included	Included
E-mail support	Included (100*)	Included (200*)	Included (400*)
Consulting services	Not included	Included (4h)	Included (8h)
Oncall third level 24×7 (available)	Not included	Not included	Not included
Monthly report (if requested)	Included	Included	Included
Remote access	Included	Included	Included
Development team support (available)	Not included	Not included	Not included

*** emails per month**