

# Support Plans

Quality has great value for us. In case you need help our qualified support will be available to find a solution. You are free to choose the support plan that suits you best.

## Standard Support

Software Assurance	<b>Included</b>
SLA	<b>No</b>
Contact by	<b>Email, web</b>
Hotline	<b>No</b>
No. of cases* included	<b>5x per year**</b>
Consulting services	<b>No</b>
Priority in processing	<b>Standard ticket priority</b>
Test licenses included	<b>1x included</b>
Beta program	<b>No</b>
Office 365 first release	<b>Not supported</b>
Additional Services	<ul style="list-style-type: none"> <li>• Troubleshooting</li> <li>• Log analysis</li> <li>• Error handling</li> </ul>

## Premium Support

Software Assurance	<b>Included</b>
SLA	<b>First reaction &lt; 24h ***</b>
Contact by	<b>Email, web, phone</b>
Hotline	<b>Included</b>
No. of cases* included	<b>Unlimited</b>
Consulting services	<b>Included</b>
Priority in processing	<b>Preferred ticket priority</b>
Test licenses included	<b>Unlimited</b>
Beta program	<b>Included</b>
Office 365 first release	<b>Option available</b>
Additional Services	<b>All included in Standard, plus</b> <ul style="list-style-type: none"> <li>• Template repair and cleaning</li> <li>• Rebuild configuration and version specific problems</li> </ul>

For more information and additional details, please contact us at:

✉ [info@solutions2share.net](mailto:info@solutions2share.net)

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\* One case contains one problem for one question.

\*\* When your case is created because of a software bug, it will not be deducted from your contingent.

\*\*\* Answer within one working day (Monday - Friday) during: 3am - 11am EDT/EST | 1am - 9am PDT/PST | 9am - 5pm CET/CEST

