

Gold Peace of Mind vs Platinum Peace of Mind Package (POMPs)

	<u>Gold Peace of Mind</u>	<u>Platinum Peace of Mind</u>
Cost	\$399.00 Per Year (Covers 1 system)	\$900.00 Per Year (Covers 1 system)
Support Credits	60 Minutes Of Support Included (Additional support credit can be purchased) All support credits are applied to the customer account and can be used for any system that the customer opens a ticket on.	120 Minutes Of Support Included (Additional support credit can be purchased) All support credits are applied to the customer account and can be used for any system that the customer opens a ticket on.
SLA Level	Standard	Platinum Support Contract includes 24x7 365 response SLA for Level 1 emergency's by entering a special access code when calling after hours support. Fastest available response time.
Support Hours	Support offered between the hours of 9:00 a.m. and 6:00 p.m., Monday through Friday, Central Standard Time ("Business Hours") excluding Major US Holidays.	Extended Normal Support Hours between the hours of 8:00 a.m. and 6:00 p.m., Monday through Friday, Central Standard Time ("Business Hours") excluding Holidays for Level 2 through 4 support issues. Level 1 support issues will be addressed 24 hours a day, 365 days a year.
Remote Access	All remote support is done by connecting to your PBX using SSH protocol on port 22 or equivalent port. .	All remote support is done by connecting to your PBX using SSH protocol on port 22 or equivalent port.
Support Service Level Agreement	Sangoma Technologies shall provide support Service for the system in accordance with the FreePBX Support Contract terms of Service except to include the below SLA's.	Sangoma Technologies shall provide support Service for the system in accordance with the FreePBX Support Contract terms of Service except to include the below SLA's.

Level 1	Critical: Production down emergency, Phones Down, All communication down. Response Time = Within 4 Business Hours	Critical: Production down emergency, Phones Down, All communication down. Response Time = Within 2 Hours 24/7
Level 2	Moderate: Single employee unable to function. Response Time = Within 8 Business Hours	Moderate: Single employee unable to function. Response Time = Within 4 Business Hours
Level 3	Normal: Basic configuration concerns that impact productivity but do not prohibit communication. Response Time = Within 3 Business Days	Normal: Basic configuration concerns that impact productivity but do not prohibit communication. Response Time = Within 3 Business Days

