

# Notice of Change - Discontinuation of Support Plan SP3

After careful evaluation, we have made the decision to discontinue Basic Support Plan (SP3) effective September 12, 2023. For customers currently subscribed with SP3 we want to assure you that until your individual renewal dates approach, you will continue to receive the same level of SP3 support as before.

We strongly encourage you to consider transitioning to our Advanced Support Plan (SP2), which offers several advantages that we believe will greatly benefit your organization:

1. **Improved Initial Response Times:** SP2 offers faster initial response times for different incident severities, ensuring timely assistance when you need it most.
  - a. Severity 3-4: Initial response time 6hrs (25% increase)
  - b. Severity 2: Initial response time 4hrs (50% increase)
  - c. Severity 1: Initial response time 2hrs (75% increase)
2. **Increased User Support:** Our advanced SP2 plan allows a maximum of five users to contact our support team. This ensures that a wider range of your team members can directly reach out to us for assistance, facilitating efficient problem resolution and minimizing operational disruption.
3. **Phone Support:** Unlike the previous SP3 plan, SP2 includes phone support in addition to email assistance. This means you can directly contact support team via phone, enabling more immediate and interactive problem resolution.

Transitioning to SP2 will minimize disruptions to your daily operations, provide enhanced protection for your valuable data, and offer a more comprehensive support experience. Our dedicated sales team will be available to provide support during the transition process. They will help guide your through the steps and address any questions or concerns you may have, ensuring a smooth and seamless transition.

If you have any questions or require further information about this update or the transition process, please reach out to your sales representative.