

Blanco

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2021312

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Support Plan (SP) Features	Enterprise (SPE)	Premium (SP1)	Advanced (SP2)	Basic (SP3)	Webstore/No SP
Product Upgrades	✓	✓	✓	✓	✓
Portal Support	✓	✓	✓	✓	✓
Email Support	✓	✓	✓	✓	
Phone Support	✓	✓	✓		
Remote Session Support	✓	✓			
Max. Customer Contacts	Unlimited	10	5	2	
Annual Remote Health Check (Upon Request)	✓	✓			
Annual Onsite Health Check (Upon Request)	✓				
Technical Account Manager	✓				
24X7 Support Phone Line	✓				
Severity 3-4 *Initial Human Response Time	2 hours	4 hours	6 hours	8 hours	
Severity 2 *Initial Human Response Time	1 hour	2 hours	4 hours	8 hours	
Severity 1 *Initial Human Response Time	30 min	1 hour	2 hours	8 hours	
*During 8am-5pm local business hours, except for SPE.					

Product Upgrades ()	
Portal Support ()	
Email Support (E)	
Phone Support ()	
Remote Session Support ()	
Max. Customer Contacts ()	
Annual Remote Health Check ()	1
Annual Onsite Health Check ()	
Technical Account Manager ()	
(Severity) 1, 2, 3, 4	