

## ARVIA SUPPORT PROGRAMS

Enhanced technical support with our **Plus** and **ARVIAN** support plans

With a global presence and tiered approach Arvia is committed to ensuring customers are successful in the implementation of the Arvia tool set and that all your technical inquiries are addressed in a timely fashion.

We've included our standard support with your subscription at no additional cost but we also offer upgraded package at low cost.

- Committed response times for critical and urgent support tickets
- Scheduled phone support and live chat
- A Technical Account Manager to work with you on an ongoing basis

	STANDARD	PLUS	ARVIAN
<b>Support Hours</b>	09:00-18:00 GMT +3	09:00-20:00 GMT +3	24/7, 365
<b>Support &amp; developer portals</b>	Yes	Yes	Yes
<b>Direct e-mail support</b>	Yes	Yes	Yes
<b>Scheduled phone support</b>	No	Yes	Yes
<b>Response time: P1 (Critical)</b> Video meeting service not working in production environment, affecting revenue*	One business day	2 business hours	2 hours
<b>Response time: P2 (Urgent)</b> Video meeting service is working, but video feature(s) are not working in production, potentially impacting revenue*	One business day	4 business hours	4 hours
<b>Response time: P3 (Normal)</b> Service usage or functionality question, system is not in a production environment*	One business day	One business day	One day
<b>Technical Account Manager</b> Handles customer onboarding and training, product updates, implementation audit and more*	No	Yes for a 3-month period	Yes for the length of your contract
<b>Schedule Live Chat</b>	No	Yes	Yes
<b>Monthly Price</b>	Included	\$1500	\$2500

\*Exact definition of issue priority is provided in the Arvia SLA

Contact your sales representative or [sales@arviatech.com](mailto:sales@arviatech.com)