

# Support Services SLA



## 1.0 Standard 8x5 Support:

- ▶ Standard support that is included in all Basic and Enterprise plans by default
- ▶ Email Support or via Help Desk **support.powerdmarc.com**
- ▶ Standard Response Time: 1-2 business days
- ▶ Technical support only on platform related issues, such as:
  - Access issues
  - Login issues
  - Password resets
  - Bugs or issues in the platform
- ▶ No support on interpreting and optimizing SPF/DKIM/DMARC results and how to use them to move to p=reject (for such activity managed services or implementation services need to be purchased).

## 2.0 24x7 Support:

- ▶ An Add-on service package that is not included by default in Basic and Enterprise plans
- ▶ Email Support or via Help Desk **support.powerdmarc.com**
- ▶ Dedicated Account Manager for Escalation
- ▶ 24 x 7 incident response and management
- ▶ 24 x 7 technical support
- ▶ No support on interpreting and optimizing SPF/DKIM/DMARC results and how to use them to move to p=reject (for such activity managed services or implementation services need to be purchased).

Impact	Response Time	Target Resolution	Definition
P1-Critical	1 hour	Within 4 hours	The system is completely shut down. No useful work can be done & system Inoperable.
P2-High	2 hours	Within 24 hours	A major function is experiencing critical downtime causing major operational interruption
P3-Medium	8 hours	Within 2 Business days	All other errors or fault where no down-time is created and interruption to operation can be tolerated
P4-Low	24 hours	Within 5 Business days	Clarification or further information required