

# FirstRain

## IgniteTech Customer Support Programs

*Services to Support Your Success*

<b>SUPPORT ACCESS</b>	<b>STANDARD</b>	<b>GOLD</b>	<b>PLATINUM</b>
Support availability (phone support hours)	-	Business Hours	-
Response time goals for severity 1 issues	-	4 hours	-
Web-based ticketing (# of tickets per year)	-	24	-
Support Channel Access	-	Email & Web	-

<b>PRODUCT ACCESS</b>	<b>STANDARD</b>	<b>GOLD</b>	<b>PLATINUM</b>
Hot Fix and Update releases	-	✓	-
Participation in IgniteTech Unlimited Program	-	✓	-
Customer Success Program	-	✓	-