

## Support Options Version 2.0

Blanco's support operations are designed to meet the varying needs of our clients worldwide, across industries and time zones. Each support plan offers unique features and resources tailored for your business requirements.

- **Enterprise Support Plan (SPE)**  
This is Blanco's highest Support Plan offering, specializing in pro-active support functions designed to ensure our partners and enterprise customers receive the "best-in-class" global support. This plan includes 24X7 year-round support, as well as an assigned Technical Account Manager.
- **Premium Support Plan (SP1)**  
A comprehensive level of support, the Premium Support Plan is designed to provide our worldwide customers' application infrastructures the highest level of availability. Blanco's technical support teams work efficiently to resolve issues and requests and to help take preventive action to avoid future issues, at advanced initial response targets.
- **Advanced Support Plan (SP2)**  
Designed for customers whose business requires the security of knowing that a Blanco Support Engineer is available to assist them Monday through Friday during business hours, excluding holidays (business hours and holidays may vary by support center). Advanced Support Plan includes access to phone/portal/email.
- **Basic Support Plan (SP3)**  
Provides you portal/email access to Blanco's team of Support professionals for problem-solving assistance.

Support Plan (SP) Feature	Enterprise (SPE)	Premium (SP1)	Advanced (SP2)	Basic (SP3)	Webstore/ No SP
<b>Support Channels</b>	Phone, Portal, Email	Phone, Portal, Email	Phone, Portal, Email	Portal, Email	Portal (Manuals/KB)
<b>Product Upgrades</b>	Included	Included	Included	Included	N/A
<b>Onboard Technical Training</b>	Custom	Custom	Remote	Online	N/A
<b>Portal Access (KB/Manuals)</b>	✓	✓	✓	✓	✓
<b>Remote Sessions</b>	✓	✓	✓		
<b>Annual Onsite Visit (Upon Request)</b>	✓	✓			
<b>Technical Account Manager</b>	✓				
<b>24 X 7 Support Phone Line</b>	✓				
<b>Severity 3-4*</b> * Initial Human Response Time	4 Hours	6 Hours	8 Hours	8 Hours	
<b>Severity 2*</b> * Initial Human Response Time	2 Hours	4 Hours	6 Hours	8 Hours	
<b>Severity 1*</b> * Initial Human Response Time	1 Hour	2 Hours	4 Hours	8 Hours	

\* During 8am – 5pm local business hours.