

SLA Levels:

Level	Tasks
1	Register, Process, Advise on User Requests.
2	Advise and provide System Administrative/Setting Solutions.
3	Provide Software Engineering Solutions.
4	Provide Software Design Solutions.

SLA Software Support Program Packages:

Program	SLA Response Time(Business days*)			
	Level 1	Level 2	Level 3	Level 4
Basic	1	Q*	Q*	Q*
Silver	1	1 to 7	Q*	Q*
Gold	4 Hours	1 to 7	1 to 7	Q*
Platinum	Immediate	1	1	1 to 7 L*

Business days* - per Request. Limited to software engineer man hour only. Solutions may involve additional hardware, software, services purchase which will be quoted separately.

Q* - Not Inclusive in Package, Quote separately.

Program	SLA Services Provided*					
	Breakdown/Bug	Installation/Setup	Improve/Upgrade Programming Requests	Consultation	Training	Design Solutions
Basic	Q*	Q*	Q*	Q*	Q*	Q*
Silver	Included	Included	Q*	Q*	Q*	Q*
Gold	Included	Included	1 request per week	1 request per month	1 session per quarter	Q*
Platinum	Included	Included	Included	Included	1 request per month	1 request per quarter

Q* - Not Inclusive in Package, Quote separately

SLA Software Assurance Program Packages:

Program	Peliontech Software Updates Included where available				
	Bug Fixes	Build Release	R&D Minor Version	Feature Request Minor Version	Feature Request Major Version
Basic	Q*	Q*	Q*	Q*	Q*
Silver	On Request	Quarterly	Yearly	Q*	Q*
Gold	On Request	Monthly	Quarterly	Where Available	Q*
Platinum	On Request	Where Available	Monthly	Where Available	Where Available

Q* - Not Inclusive in Package, Quote separately.