



ETQ Support Packages

Support	Silver	Gold	Platinum
Support Hours	8 x 5	24 x 7	24 x 7
Number of Certified Name Callers	3	5	10
Self-Service Customer Portal Access (24 x 7)	√	√	√
Phone, Web and Email Support	√	√	√
Support by US Citizens (due to legal requirements)	-	-	√
ETQ Academy (*Included with SaaS)	\$*	√	√
Proactive Response Time			
Fatal	4 hours	2 hours	1 hour
Severe	24 hours	4 hours	2 hours
Degraded Operations	24 hours	8 hours	4 hours
Minimal Impact	24 hours	24 hours	8 hours
Proactive Support			
Named Support Coordinator	-	-	√
Proactive Case Reviews	-	-	√
Proactive Hot-Fix Notifications	-	-	√
Product Roadmap			
Access to new Releases, Patches and Hot-Fixes	√	√	√
Priority Patch and Hot-fix Scheduling	-	-	√
Out-of-Business-Hours Patch and Hot-Fix Installations	-	-	√
Yearly Roadmap Reviews	-	-	√
Yearly User Conference participation	\$	10% discount	20% discount
Pricing - Perpetual License			
Yearly Subscription. Percentage of standard license list price	20%	23%	26%
Minimum price per year	-	-	\$100K
Pricing - SaaS			
Yearly subscription. Percentage of standard licenser list price	included	6.0%	12%
Minimum price per year	-	-	\$25K