

Support Plans

	Standard Support	Priority Support
Resources	Access to online documentation, resources, examples, videos, forums.	Access to online documentation, resources, examples, videos, forums.
Status and Notifications (Cloud Only)	Access to status dashboard, status notifications and up time / response time history.	Access to status dashboard, status notifications and up time / response time history.
Case Severity		
Development General guidance on template development and API.	Business Days Via Email	Business Days Via Email Response Time < 24 Hours [‡]
Configuration Setting up Docmosis environment and troubleshooting.	Business Days Via Email	Business Days Via Email Response Time < 24 Hours [‡]
Performance Production system experiencing impaired performance.	Business Days Via Email	24 Hours / 7 Days a week Via Email Response Time < 24 Hours [‡]
Production Production system down.	Business Days Via Email	24 Hours / 7 Days a week Via Email and Phone* Response Time < 4 Hours [‡]
Pricing		
Docmosis Cloud	Included	Available on Enterprise Plans only. Monthly Fee [#] is the greater of \$100/month or 10% of monthly plan fee.
Docmosis-Java and Tornado	Included	D-100/D-400 : \$100/month [#] T-100/T-400 : \$100/month [#] Custom Edition : POA Enterprise Edition : \$200/month [#] Payable 12 months in advance.

[#] Priority Support is an extension to Standard Support. Prices shown are in addition to cost of renewal of Standard Support.

* Phone Support - Provided via USA Toll Free number. Not available for non-Production issues.

[‡] We cannot guarantee a complete resolution within this time. Our target Response Time will vary based on the issue you tell us that you are having. We will make every reasonable effort to respond to your initial request within the timeframes listed above.