



## Support Plans

There are three levels of support available for PDM. Each customer should evaluate their capabilities and needs and select the Support Level that provides them with the necessary capabilities. All support is a billable service since there is a wide variety of customer support needs. It is not fair to bill a customer who invests heavily in the technical capabilities of their staff, the same as a user who relies entirely on the reseller's staff for technical capabilities. Each support plan provides individual features and pricing that are tailored to a users needs. All support hours provided over the support plans maximum contract hours will be billed at the Overage Charge Rate.

### PDM Support Plan Overviews

Feature	Bronze	Silver	Gold
Automated Problem Reporting	✓	✓	✓
Online Forums	✓	✓	✓
Online Knowledge Base	✓	✓	✓
Access to PDMCommunity.com	✓	✓	✓
Committed Response Time	48 hr	8 hr	2 hr
Critical Problem Alerts	✓	✓	✓
Upgrade Installation and Training Support (billed against support hours)	✓	✓	✓
Scheduled After-Hour Support (Does not count against support hours.)		Double time hourly rate (\$225/hr.)	Time and a half hourly rate (\$150/hr.)
Online Training Video Library		✓	✓
Standard Phone Support ( 8am EST – 5pm EST)		✓	✓
Hours Included	0 hr	5 hr	9 hr
Escalation Priority			✓