UJET Support Services

## Support Tiers

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| **Benefit** | **Standard Support** | **Premium Support** |
| **Online Support Center** | ✓ | ✓ |
| **Knowledgebase** | ✓ | ✓ |
| **Phone Support** | 𐄂 | ✓ |
| **Chat Support** | 𐄂 | ✓ |
| **Hours of Availability** | 9am - 6p PST | 24/7 excluding holidays |
| **Trust Site** | ✓ | ✓ |
| **99.95% Uptime SLA** | ✓  | ✓ |
| **Named Customer Success Manager** | 𐄂 | ✓ |
| **Priority 0 Response SLA** | 30 minutes | 15 minutes |
| **Priority 1 Response SLA** | 1 business hour | 30 business minutes |
| **Priority 2 Response SLA** | 4 business hours | 2 business hours |
| **Priority 3 Response SLA** | Next business days | 4 business hours |
| **Priority 4 Response SLA** | 2 business days | Next business day |

## Priority Definitions

Upon receipt of a ticket, the UJET Support team will assign a priority level based on the issue details. Response times and prioritization of the issue will follow accordingly.

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| **Priority** | **Definition** |
| **0** | Production system is down, the phone, chat or voice part of the Service is non-operational for Customer. |
| **1** | Critical business-impacting component of the production environment is down or consistently failing. No acceptable alternate workflow. |
| **2** | Component of production environment exhibits some failures affecting a significant number of End Users. There is a reasonable, alternate workflow. |
| **3** | A problem exists within a feature within the product. The product remains usable, possibly via an alternate workflow and business impact is minor. |
| **4** | The product exhibits a minor or intermittent issue that is not business impacting. Product how-to or configuration/settings question |

## Resources

### UJET Support Center

<https://support.ujet.co/hc/en-us>

The UJET Support Center is an online resource for submitting and tracking issues and for accessing technical documentation including feature descriptions, configuration guides, support articles, and release notes.

### UJET Status Page

<https://status.ujet.co/>

The UJET status page shows real-time and historical status of UJET service performance as well as notification for any scheduled maintenance.