



MARKETPLACE SUPPORT

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Support is offered in the following tiers based on the number of instances in scope. Tailored support models are available on request.

For more information please contact our support team at support@cloudimg.co.uk

All marketplace offerings come pre-bundled with the Basic support plan.

BASIC

Coverage:
24/7x365
2 hours per month included

Response SLA:
24 hours for support during normal business hours

Support via email only

Fixing bugs

Assistance connecting and using the image

TIER 3

Coverage:
24/7x365
8 hours per month

Response SLA:
6 hours for support during normal business hours

Support via ticketing system

Guidance provided for implementation and custom configurations

TIER 2

Coverage:
24/7x365
24 hours per month

Response SLA:
4 hours for support during normal business hours.
2 hours for severity 1 support calls 24/7x365

Support via ticketing system & phone

Screen Share troubleshooting included

Provided with technical 'How to' documentation for patching products when necessary

TIER 1

Coverage:
24/7x365
Unlimited support calls

Response SLA:
2 hours for support during normal business hours.
1 hour for severity 1 support calls 24/7x365

Support via ticketing system, phone & slack

Quarterly environment reviews for best practise and cost optimization recommendations

20% discount on all new cloudimg marketplace offerings