

SODA – SUPPORT SERVICE LEVEL AGREEMENT

SEVERITY LEVEL	INITIAL RESPONSE TIME	SERVICE LEVEL DEFINITION
Severity Level 1	Within 2 Hours	Product system down no immediate work around
Severity Level 2	Within 4 Hours	Normal operations are affected or limited, however not completely unusable
Severity Level 3	Within 1 Business Day	Information requests and how-to support

Support Hours:

- Remote and phone service are available: Monday – Friday 9AM PST - 6PM PST

HOW TO CONTACT SODA SUPPORT SERVICES TEAM

- support@cloudsoda.io or
- <https://cloudsoda.io/support/>