



## SODA - SERVICE LEVEL AGREEMENT

SEVERITY LEVEL	INITIAL RESPONSE TIME	SERVICE LEVEL DEFINITION*
<b>Severity Level 1</b>	Within 2 Hours	Remote
<b>Severity Level 2</b>	Within 4 Hours	Remote
<b>Severity Level 3</b>	Within 1 Business Day	Scheduled within a reasonable timeframe depending scheduling and availability

### Severity Level Definitions

- **Severity 1** – Product system down no immediate work around
- **Severity 2** – Normal operations are affected or limited, however not completely unusable
- **Severity 3** – Information requests, how-to support, minor bugs and enhancements

### Support Options

- Silver Support - Remote and phone service are available: Monday – Friday 9AM PST - 6PM PST
- Gold Support - Remote and phone service are available: 7x24x365 – ON REQUEST

## HOW TO CONTACT SODA SUPPORT SERVICES TEAM

- 877-975-7632 (SODA) or [support@cloudsoda.io](mailto:support@cloudsoda.io) or <https://cloudsoda.io/support/>
- After hours support requests for must be initiated through phone support
- All support requests must follow IMT guidelines to assure prompt accurate response