	Basic	
E-mail / Telephonic / Online Remote Support	8X5	
Onsite Support	Add-on	Based on add-on
SLA	**Response**	**Update Interval**
Severity 1:Business Function Halted	(<4 hrs)	(< 6 hrs) If the issue is related to configuration. or the issue is product related, then the same will be escalated to OEM within the mentioned timelines
Severity 2:Minor Effect on Function	(<12 hrs)	(<12 hrs) If the issue is related to configuration. or the issue is product related, then the same will be escalated to OEM within the mentioned timelines
Severity 3:Configuration of the software	(<24 hrs)	(<24 hrs) If the issue is related to configuration. or the issue is product related, then the same will be escalated to OEM within the mentioned timelines
SLA	**Delivarable**	**Description**
Onetime deployment/migration/up gradation	Remote only	Remote only
Solution Re-Installation/Migration/up gradation	NO	
Support Instances	8 in a year	Remote only
Dedicated Technical Account Manager - TAM	NO	
Backup TAM	NO	
Regular review by TAM	Once in 6 month	
Support Coverage / Location	Customer location With in the City	Based on Add-on
Operational Training (as & when required)	NO	