

# Userlane Support & Services Overview

Last Modified on 28.06.2023

Userlane offers two different support packages - Standard and Priority:

Support, SLA, Customer Success Overview	Standard	Priority
<p>Standard Support</p> <p>See below for additional details. Includes 24x7 service availability monitoring, online ticket support, and unlimited included incidents.</p>	Included	Included
<p>SLA and Priority Queue</p> <p>Includes all Standard Support features, as well as priority queue, application uptime SLA, and support response times SLA.</p>	Not Included	Included
<p>Dedicated Customer Success Manager</p> <p>Userlane customers can receive ad hoc Customer Success Management services.</p> <p>Priority customers will receive an individually assigned CSM and additional services.</p>	Not Included	Included

The support packages differ concerning the included services:

Support	Standard	Priority
24x7 Service Uptime Monitoring	Included	Included

Support	Standard	Priority
Online Ticket Support	Included	Included
Email Support	Included	Included
1:1 Phone and Webmeeting Assistance	Not Included	Included
High-Priority Queue	Not Included	Included
Priority Support Response Time SLA	Not Included	Included

Depending on the selected support package, the response times differ:

**Standard-level Support:**

For all support issues relating to Userlane Production Tenants, Userlane will make efforts to respond promptly to all tickets submitted through Userlane’s designated support channel, in any event within two (2) Business Days after receipt.

**Priority-level Support:**

Userlane will provide the following technical support response commitment for all Production Tenants: Response Commitment is the maximum time within which Userlane will respond (via Userlane’s Support Channels) to each support issue reported by Customer during business hours.

Incident Level	Response Commitment
Severity Level 0 (Service Unavailability)  Customer experiences complete loss of Service	60 minutes
Severity Level 1 (Severe Issues)  Customer experiences a severe defect or configuration issue with the Service that materially impacts Customer’s business in a negative way relating to issues that don’t qualify as Severity Level 0	2 hours

Incident Level	Response Commitment
<p data-bbox="161 232 619 264">Severity Level 2 (Delayed Performance)</p> <p data-bbox="161 304 762 412">Customer experiences transactional and operational slowness in the Service relating to issues that don't qualify as Severity Level 0 or 1</p>	<p data-bbox="799 304 895 336">8 hours</p>
<p data-bbox="161 524 571 555">Severity Level 3 (Routine Requests)</p> <p data-bbox="161 595 799 658">Routine Service support requests relating to issues that don't qualify as Severity Level 0, 1 or 2.</p>	<p data-bbox="799 577 887 609">2 days</p>

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