

Support and Benefits	Base	Gold
Price	Free	€250/mo
Support Methods		
Email	25 emails/yr	Unlimited
Automated Chat	Unlimited	Unlimited
Live Chat	25 chats/yr	Unlimited
Availability	8am - 5pm Mon - Fri	24/7 Availability
Response Time	2 Business Days	1 Business Day
Support Level	Level 1 ¹	Level 2 ²
Knowledge Base and Training Videos	●	●
Dedicated Customer Success Manager	●	●
New Employee Training	○	●
Onboarding	○	●
Configuration Management ³	○	●

¹ Level 1: Answer general product questions from the knowledge base and handle simple support requests (e.g. account password resets).

² Level 2: Engagement of a Support Engineer to address customer-level configuration issues and technical guidance on best practices.

³ Configuration Management includes curated services for the customer's infrastructure, policies and provisioning.