

# Zunia Support Packages and SLA

Packages	Details
Standard	<ul style="list-style-type: none"><li>• 6 supported users with ability to log tickets</li><li>• Phone, email and chat support for up to 6 supported users</li><li>• Standard SLA</li><li>• Use of self help by any staff member of the Client</li><li>• Documentation and Knowledgebase access</li><li>• Access to forums</li></ul>

# Zunia Service Level Agreement

Service Level Agreement		
Standard		
Severity Level	SLA Target Response Time	SLA Target Resolution Time
S1	1 hour	4 hours
S2	4 hours	3 days
S3	2 days	15 days
S4	10 days	Next major release