

		Standard	Professional
		Incl. 1 st yr Perpetual	Incl. subscription
Support Contact	24/7 Portal	✓	✓
	24/7 Live Chat	✓	✓
	24/7 Phone Contact		✓
Support Commitments	Response Time (Critical)	<4 Hours	<1 Hour
	Response Time (High)	<8 Hours	<2 Hours
	Response Time (Normal)	<24 Hours	<4 Hours
Support & Maintenance	Licensing & Software Updates	✓	✓
	Viz University	✓	✓
	Remote System Support	✓	✓
	Submit Feature Ideas	✓	✓
Global Support Knowledge	Self-Service Knowledge Base	✓	✓
	Vizrt Community Forums	✓	✓
3rd Line Technical	Availability	8*5	8*5
Bolt-Ons	Advanced Hardware Replacements	\$	\$