

**Service Brief**

**CUSTOMER SUPPORT PLANS**

Amsterdam | New York | San Jose | Tokyo



**Customer Support**

SDL Customer Support Plans for SDL Tridion products are designed to meet the SDL Tridion implementation support requirements of our customers and partners.

Our support offering ensures technical assistance when you need it most and helps you to plan future upgrades so that you can benefit from the latest technology and improvements in our product offering.

**Standard Maintenance & Support**

Standard Maintenance & Support provides customers with technical assistance for an unlimited amount of support tickets during local office hours.

In addition, Standard Maintenance & Support provides access to our online services and the provision of available Service Packs and Hotfixes.

**New Release Subscription (NRS)**

This additional maintenance & support program gives customers the right to receive the subsequent Version Releases of the licensed Software.

**Advanced Support**

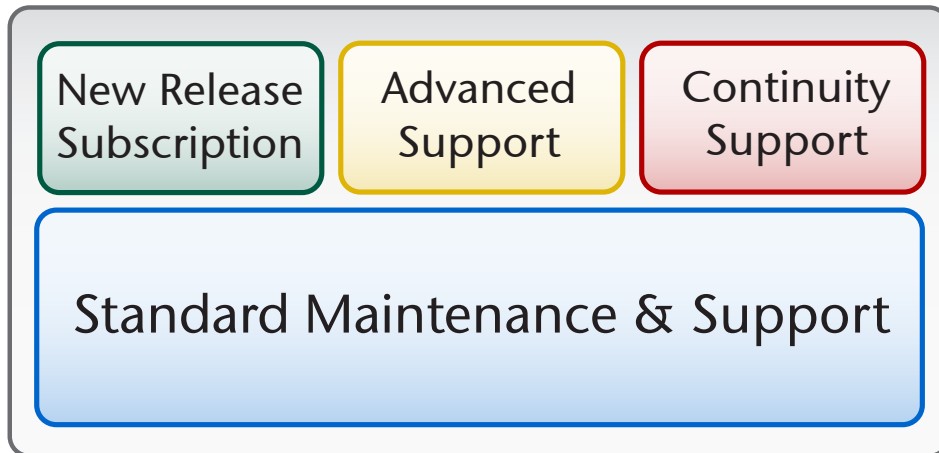
In addition to Standard Maintenance & Support, Advanced Support provides you with technical assistance 7 days a week, 24 hours a day for high-severity support tickets.

**Continuity Support**

Continuity Support provides additional services levels to support mission-critical implementations.

Continuity Support is an add-on support offering that includes:

- A dedicated support engineer
- 8 days classroom training
- 5 on site emergency days during office hours
- Quarterly review meetings



Our comprehensive and ever-growing knowledgebase tracks, reports and analyzes all product and implementation issues in order to quickly resolve support queries.

We strive to ensure your long-term satisfaction by providing a number of options to best suit your specific needs.

We have support centers on several continents and offer a wide range of support packages including 24/7 service and new release subscription.

	Standard Maintenance & Support	New Release Subscription	Advanced Support	Continuity Support
Unlimited support calls	√			
Online support	√			
Support during office hours	√			
Service Packs	√			
New version release		√		
24 x 7			√	
Dedicated engineer				√
Quarterly review meetings				√
8 days classroom training				√
Onsite emergency days during office hours				5

## Support plan options

### Customer Support experience



Things do not always go as originally planned. At these times I rely on having an excellent support team to be there when I need them, SDL Customer Support for SDL Tridion products never fails to provide effective customer support at the times when it is most needed.

Ryan O'Dell

SDL Tridion Developer and Consultant, Corporate Internet Team Global Solutions at Unilever



## Customer Support center around the globe

### Europe, Middle East & Africa

- Telephone: +31 (0)20 2010 555
- Office hours: 08:30 am CET - 05:30 pm CET
- Monday - Friday (observing Dutch bank holidays)

### North America

- Telephone: +1 877 33 CONTENT
- Office hours: 08:30 am EST - 05:30 pm PST
- Monday - Friday (observing USA bank holidays)

### Asia Pacific

- Telephone: +81 3 6738 8343
- Office hours: 10:00 am - 06:00 pm Tokyo time
- Monday - Friday (observing Japanese bank holidays)
- For reporting technical issues, please visit our website [www.sdltridionworld.com/support](http://www.sdltridionworld.com/support)