

Support

Eolos provides full support after the original release date of a major version of Enterprise version of Restcomm or Eolos as explained in [Support Policy](#). Eolos does not offer support for any Restcomm or Eolos instances that are not licensed as part of a commercial subscription plan.

The following Service Level Agreement terms apply to on-premise support:

	Standard	Premium		Customized Support
Hours of coverage	Regular business hours	24×7 for Severity 1		Contact Us
Support channel	Web	Web and phone		
Number of cases	Unlimited	Unlimited		
Response times	Initial and ongoing response	Initial response	Ongoing response	
Priority 1 (Urgent)	1 calendar day	2 hours	2 hours or as agreed	
Priority 2 (High)	1 business day	4 hours	4 hours or as agreed	
Priority 3 (Normal)	2 business days	1 calendar day	1 calendar day or as agreed	

* In order to provide you with 24×7 coverage, Eolos requests that you identify a dedicated point of contact who will be available until the issue is resolved.

* Customer can set the priority level of a ticket when submitting via web/phone. However, Eolos reserves the right to reclassify the priority level at any time if we reasonably believe the classification is incorrect. Reclassifications are almost exclusively used in situations where a ticket is submitted as Priority 1, but the situation contradicts the Priority 1 definition – usually a non-production setup issue, or how-to question. Eolos team members may also increase the priority level if the situation is deemed to be more urgent than originally reported. If you do not choose a priority level when you create a ticket, the ticket will default to Priority 3.

Priority 1 (Urgent)

A Priority 1 incident occurs when there are fatal errors or errors whose impact major functions of the use of the software. Does not include development issues or problems in staging environments

Priority 2 (High)

A Priority 2 incident consists of errors disabling only certain non-essential functions or impairing major functions where the software is still operational.

Priority 3 (Normal)

A Priority 3 incident is defined as a minimal impact error, all errors that are not Priority 1 or 2. Includes Production, Development and Staging environments.