Support Options

Our support tiers give you the flexibility to get the most out of our products at a cost that fits your budget.

Standard Support	Advanced Support	Premier Support
Free!	$799/year or $99/month	$1,500 for 10 hours
• Email support for product setup and basic troubleshooting. • Average response within ~24 hours, Monday – Friday, 8AM – 6PM ET. • Access to support knowledge base. • No bulk discounts. This is already free!	• In-depth product setup and troubleshooting guidance via email, phone, and/or screenshare. • Guaranteed response within 2 hours, Monday – Friday, 8AM – 6PM ET. • Bulk discounts or subscription options available.	• Customization of our products for your specific needs. • Custom cloud architecture work, such as automation, VPC/Security group setup, monitoring, and maintenance, pertaining to our products. • Guaranteed response within 2 hours, Monday – Friday, 8AM – 6PM ET. • Bulk discounts or subscription options available.
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