

# SLA Models

SLA models	Bronze	Silver	Gold	Platinum
	Free	€ 52,50 / a month	€ 84 / a month	Upon request
Worldwide technical support	Email	Email, telephone and Online remote access	Email, telephone and Online remote access	Made to measure
Response time	3 working days	2 working days	1 working days	
Support tariff				
Support within SLA	N/A	30 minutes a month	60 minutes a month	
SLA rate per month	N/A	€ 52,50	€ 84	
Support rate aside of SLA per hour	€ 150	€ 122	€ 100	
Updates	Included	Included	Included	Included
Upgrades	Included	Included	Included	Included
Remote installation Sensus-server	Excluded	Excluded	Excluded	Excluded