



**Approx Users Tickets per month**

**Support Features**

**Project Hours**

**Support Plan Name**

Support Plan Name	Approx Users	Tickets per month	Support Features	Project Hours
<b>Rhodium</b>	220+	320	1800 Hotline 5 Min Response 24/7 Security Awareness Training SAT	80
<b>Palladium</b>	158-219	250	1800 Hotline 15 Min Response 24/7 SAT	60
<b>Diamond</b>	116-157	200	1800 Hotline 30 Min Response 24/7 SAT	40
<b>Platinum</b>	84-115	160	1800 Hotline 60 Min Response 12/7 SAT	20
<b>Gold</b>	60-83	120	2hr Response 12/5 SAT	10
<b>Silver</b>	40-59	80	4hr Response 9/5 SAT	5
<b>Bronze</b>	21-39	40	6hr Response 9/5 SAT	2
<b>Nickel</b>	13-20	20	Next Day Response 9/5 Full-Service helpdesk SAT	
<b>Cobalt</b>	8-12	10	Next Day Response 9/5 Full-Service helpdesk SAT	
<b>Copper</b>	4-7	5	2 Day Response Email Only Support, SAT	
<b>Zinc</b>	1-3	2	Email Only Support, SAT	

\* SAT – Security Awareness Training including in all support plans