BlueAngle Support Subscription Tiers

Technical Support	Silver	Gold	Platinum
Support Hours	8 x 5	8 x 5	24 x 7
Response Time	48 hours	24 hours	2 hours
# of Support Incidents (per day)	10	20	Unlimited
Ever-growing Knowledge Base	✓	✓	✓
Hot Patches & Service Packs	✓	✓	✓
Bug Fixes	✓	✓	✓
High Availability			✓

BlueAngle
DISRUPTIVE TECHNOLOGIES