

## Service Level Agreement

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*Finding experienced and dedicated support staff for your website can be challenging. At Enfold Systems, we provide flexible yet professional support for Plone based systems.*

- Web based support
  - 2-business-day response
- 4-business-hour response with phone access for severe incidents
  - 8 am. to 6 pm. central time, Monday – Friday, excluding US holidays
- Includes up to 4 hours of services per month
- Limited Zope and Plone support as released on plone.org
- Support Enfold software code - no additional charge
- \$7,500.00/year or \$675/month (minimum 6 months)
  - Support your custom applications and software code - available for additional charge
  - \*\*\*Requires Remote Access\*\*\*

### **Standard Agreement Terms**

- Includes: (as needed)
  - Enfold/Plone/Zope application diagnostics
  - Enfold/Plone/Zope application debugging
  - Enfold/Plone/Zope application maintenance
    - Includes minor software releases only (i.e. Enfold Server 4.x to 4.y / Plone 3.0.x to 3.0.y)
  - Enfold/Plone/Zope best practices + general Q&A
    - typical responses will consume 1-2 hours
- Does NOT include: (available for additional hourly charges, with priority scheduling)
  - User interface changes
  - New features or enhancements
  - Systems administration/monitoring (backups, etc.)
  - Performance optimization / capacity planning
  - System upgrades
- Platform support must be obtained directly from the vendor for any ZendPHP, Microsoft, and Java products

*Further support options are available – please contact us for more information!*

[contact us](#) > [sales@enfoldsystems.com](mailto:sales@enfoldsystems.com)

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