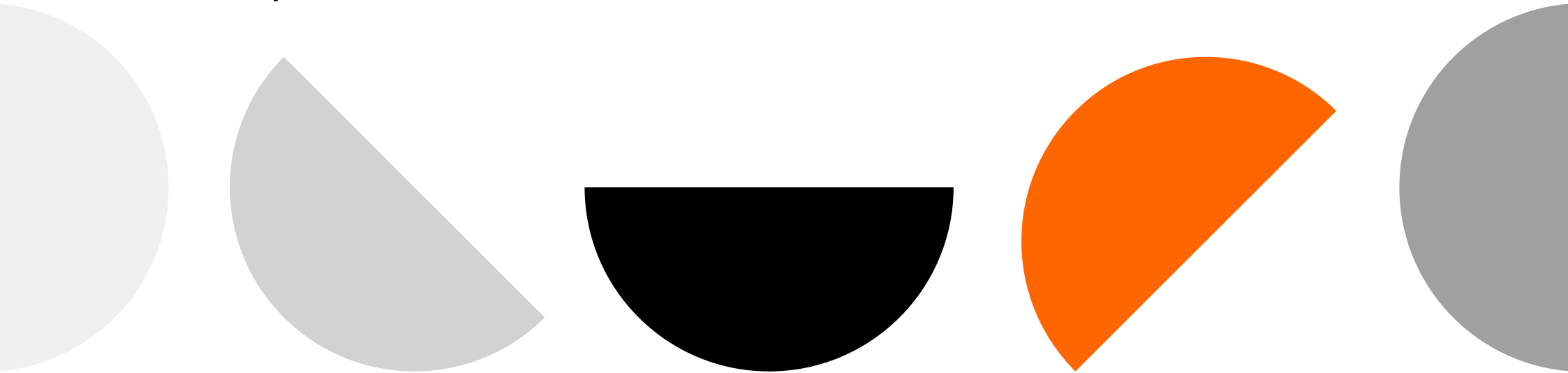




Cleura Support Plans

Valid from September 1, 2023



All Cleura Cloud users have access to customer service and documentation free of charge. For Business and Enterprise customers, we offer paid support plans to gain access to our Service Portal, technical support and dedicated Customer Success teams.

	Free	Business Public Cloud	Business Compliant Cloud	Professional	Enterprise
Service Availability	Business Hrs CET	Business Hrs CET	Business Hrs CET	24/7/365	24/7/365
Support					
Response Times					
Service Requests	<24h	<24h	<24h	<8h ⁽¹⁾	<4h ⁽¹⁾
Incidents	N/A	<24h	<12h	4h	<4h
Resolution Time					
Service Requests	N/A	<48h	<48h	<24h ⁽¹⁾	<24h ⁽¹⁾
Incidents	N/A	<48h	<24h	<8h	<8h
Technical Support					
Troubleshooting	N/A	✓	✓	✓	✓
Incident Report	N/A	N/A	N/A	✓	✓
Expert Support					
Root Cause analysis	N/A	N/A	N/A	✓	✓
IaaS Access					
Public Cloud	✓	✓	✓	✓	✓
Compliant Cloud	-	-	✓	✓	✓
Private Cloud	-	-	-	-	✓
Support resources					
Service status	CNstatus	CNstatus	CNstatus	CNstatus	CNstatus
Guiding documentation	Cleura Docs	Cleura Docs	Cleura Docs	Cleura Docs	Cleura Docs
Self-pace courses	Cleura Cloud Academy	Cleura Cloud Academy	Cleura Cloud Academy	Cleura Cloud Academy	Cleura Cloud Academy
Support channels					
E-mail Support	✓ ⁽²⁾	N/A	N/A	N/A	N/A
Service Portal	N/A	✓	✓	✓	✓
Phone Support	N/A	N/A	N/A	✓	✓

	Free	Business Public Cloud	Business Compliant Cloud	Professional	Enterprise
Governance					
Standard Support	✓	✓	✓	✓	✓
Technical Support	N/A	✓	✓	✓	Dedicated
Specialist Support	N/A	N/A	N/A	✓	✓
Customer Success Manager	N/A	N/A	✓	✓	N/A
Customer Team	N/A	N/A	N/A	N/A	✓
Regulatory and Security Advisor	N/A	N/A	N/A	N/A	✓
Maintenance information	CNstatus	CNstatus	CNstatus	Direct e-mails	Direct e-mails + Operational Forums
Additional Benefits					
Onboarding Journey	N/A	Onboarding package available as an add-on	Onboarding package with <ul style="list-style-type: none"> • Introduction sessions • Guidance by Cleura cloud architects 	Onboarding package with <ul style="list-style-type: none"> • Introduction sessions • Guidance by Cleura cloud architects • 5 implementation hours included (3) 	Onboarding package with <ul style="list-style-type: none"> • Collaboration channel • Introduction sessions • Guidance by Cleura cloud architects • 10 implementation hours included (3)
Cloud Environment Review (4)	N/A	N/A	N/A	Once	Annual workshop
Cleura Education	N/A	N/A	N/A	N/A	6 courses included
Professional Services				5h yearly	20h yearly
Financial					
Volume discounts	N/A	✓ (5)	✓ (5)	✓ (5)	✓ (5)
Price	Free	(6)	(6)	(6)	(6)

Cleura Business Hours

- Weekdays only 08:00-17:00 CET/CEST

(1) Within weekdays Business Hours only. e.g. (if the service request comes in at 16:45 on a Friday it may not be handled until Monday at 15:45 in the worst case)

(2) Only issue reporting and service inquiries.

(3) 5 resp 10 hours of professional services are included in the onboarding journey in total - one time.

(4) Environment Review. Analysis of your current cloud environment. Will provide suggestions on improvements and optimizations. Work with and inform of best practices for Cleura IaaS.

(5) Eligible for volume discounts in Cleura Public Cloud.

Price

(6) Visit website for current pricing – cleura.com/support