MAGNET FORENSICS®

	ESSENTIAL SUPPORT	**PREMIUM SUPPORT**
Product updates In-product and/or portal access to latest software version and release notes, and remote upgrade support for key products.	Included	Included
Self-help 24x7 portal access to support ticket management system, product documentation, and knowledge base.	Included	Included
Support hours for all cases*	See support portal	See support portal
Web and email case submissions	Unlimited	Unlimited
Accelerated response times and touchpoints (based on posted Support hours)	n/a	S1: First response within 4 hours; daily updates S2: First response within 8 hours; weekly updates S3: First response within 24 hours; monthly updates
Escalations	n/a	S1 tickets handled across key time zones until resolution
Activity review	n/a	SLA management Email release notifications

*Excludes statutory, national, or corporate holidays

S1 (Severity 1): Critical impact to business operations, as set by Magnet Forensics
S2 (Severity 2): Moderate impact to business operations, as set by Magnet Forensics
S3 (Severity 3): Minimal impact to business operations, as set by Magnet Forensics

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