Overview of Wasabi Customer Support Plans

November 2019

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Wasabi Customer Support Plans - Overview

- Wasabi offers Basic (free) & Premium (paid) support plans as shown below
    - Basic Support: US and EU business day* support via email only
    - Premium Support hours = 7 x 24 x 365 via email & phone

Support Plan Feature	Wasabi Basic Support	Wasabi Premium Support
Technical documentation	✓	✓
Knowledge base	✓	✓
Email & ticket support (prioritized response for Premium Support customers)	✓	✓
Telephone support		✓
Pricing	Free	Starting at $100 per month

*Business day support is available between 8:00a – 5:00p for US Eastern Time and Central European Time

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Wasabi Premium Support Plan Pricing

- Premium Support pricing:
  - Greater of $100 (minimum Premium Support price) or
  - 7% of monthly Wasabi usage spend
- Example 1 ($25,000 in monthly Wasabi spend)
  - 7% of $25,000 = $1,750/month
  - Support price = $1,750/month (7% of monthly storage spend)
- Example 2 ($500 in monthly Wasabi spend)
  - 7% of $500 = $35/month (which is less than $100 minimum price)
  - Support price = $100/month (minimum monthly Premium Support price)
- Notes:
  - The purchase of Wasabi Premium Support requires a 1-year term commitment
  - This pricing applies to customers on Wasabi's pay-as-you-go pricing model

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Wasabi Premium Support Plan Response Matrix

- This response matrix applies from the time the ticket is received by Wasabi
- Applies only to customers using the paid Premium Support plan (not applicable to the free Basic Support plan; which is best effort in nature)

Response Matrix for Ticket				
Time	Severity 1	Severity 2	Severity 3	Severity 4
Response	15 Minutes	30 Minutes	4 Hours	10 business days
In Progress	15 Minutes	1 Hour	48 Hours	10 business days
Return to Service	ASAP	24 Hours	As Necessary	As Necessary
Resolution	Identified by Action Plan	Identified by Action Plan	Identified by Action Plan	Identified by Action Plan

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Wasabi Premium Support Plan Severity Definition

Standard Severity Definitions	
Severity 1 - Critical	End-customer's usage of the Wasabi service is inoperable or is at a severely reduced level of functionality resulting in an adverse impact on normal business operations and no immediate workaround or resolution is available. Customer agrees the incident will be worked continuously with the End-customer until resolved.
Severity 2 - Severe	End-customer is experiencing intermittent failure or performance degradation which has limited End-customer's normal business operations. These incidents are time sensitive and critical to productivity, but do not cause an immediate work stoppage. No workaround is available and operations can continue in a limited capacity.
Severity 3 - Medium	Conditions are defined as a minor Incident that can be worked around without major impact to End-customer's normal business operations.
Severity 4 - Low	Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

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How to Engage With Wasabi Customer Support

- Email to support@wasabi.com (available for Basic & Premium support plans)
- Phone call to Wasabi Support (available only for Premium support plans)
- Other channels of support (i.e. Twitter, other social media, chat, etc.) are currently redirected to the email channel (support@wasabi.com)

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