

# Premium Technical Support



Your shortcut to our team's time and attention.

Skip the support queue with priority access to your own dedicated technical support specialist. Enjoy other perks like screen share assistance, guaranteed response times, and 1:1 monthly meetings with a Premium Elite or Premium Plus subscription.

Premium Technical Support Features	PREMIUM ELITE For complex setups and high-volume needs	PREMIUM PLUS For 1:1 attention with video calls and screen shares	PREMIUM For faster, more personalized help	GENERAL
Live support via ZenDesk ticket portal, chat, and call	✓	✓	✓	✓
Your own dedicated Premium Technical Support Specialist	✓	✓	✓	
Guaranteed ticket response times based on your Priority level*	✓	✓	✓	
Video call assistance with screen share	✓	✓		
Monthly 60 minute virtual meeting	✓	✓		
Bi-weekly 60 minute virtual meetings and screen share assistance with your support specialist and account manager	✓			
Your own dedicated Slack channel for chatting with your team's support specialist	✓			
<b>Cost per month</b>	<b>\$1,200</b>	<b>\$900</b>	<b>\$600</b>	<b>Included</b>
<b>Cost per year with annual discount (17% off)</b>	<b>\$12,000</b>	<b>\$9,000</b>	<b>\$6,000</b>	<b>Included</b>

Priority Level <small>*Priority level is determined by issue severity</small>	PREMIUM ELITE	PREMIUM PLUS	PREMIUM
Priority 1: Business critical	Priority 1 → 1 hour	Priority 1 → 2 hours	Priority 1 → 4 hours
Priority 2: General issues	Priority 2 → 2 hours	Priority 2 → 4 hours	Priority 1 → 8 hours
Priority 3: Product questions	Priority 3 → 4 hours	Priority 3 → 8 hours	Priority 1 → 24 hours

Ready to find out which Premium Support subscription is right for your team? Talk to your account representative today.

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