

| Technical Support Packages | Regular Support Subscription | Premium Support Subscription |
|-------------------------------|--|--|
| Turnaround time | 3-5 business days | 1 business day |
| Available time slots | <ul style="list-style-type: none"> • 20 hours • 40 hours • 80 hours <u>Dedicated Team</u> | <ul style="list-style-type: none"> • 20 hours • 40 hours • 80 hours <u>Dedicated Team</u> |
| Extra hours | N/A | N/A |
| Means of Communication | <ul style="list-style-type: none"> • Email • Bug-tracker | <ul style="list-style-type: none"> • Email • Bug-tracker • Chat (by request) • Video Conference (by request) |
| Tariff | Upfront monthly fee | Upfront monthly fee |
| Hourly rate | Low | Moderate |
| Minimal Subscription Duration | 1 month | 1 month |

Each of forementioned technical support packages may include all or any support activities in the table below.

| Technical Support Areas | Technical Support Activities | Min number of hours per support area |
|---|---|--------------------------------------|
| Discussions | <ul style="list-style-type: none"> • About bugs • About feature requests/tasks • About changes | 4 hours |
| Minor developments | <ul style="list-style-type: none"> • Development of minor features – up to 40 hours in total per month • Analysis of bug reports from users • Bug fixing • Modifications in database • Testing of changes | 16 hours |
| Quality Assurance | <ul style="list-style-type: none"> • Acceptance • Integration • Functional • Load • Performance • Regression • Stress • UI / UX | 8 hours |
| Administration | <ul style="list-style-type: none"> • Installation and tuning of software • Modifications in software configurations • Update of the system and its components • Attacks blocking • Firewall tuning • Hardware tuning • System files backups • Database backups | 16 hours |
| Monitoring | <ul style="list-style-type: none"> • System performance • System resources use such as: <ul style="list-style-type: none"> – hardware resources (CPU, RAM, HDD etc.) – software resources (pools, cache etc.) – network resources (bandwidth, traffic etc.) • System monitoring: <ul style="list-style-type: none"> – anti fraud – failures (deadlocks, bottlenecks etc.) – services | 8 hours |
| Data extraction and data analysis, reports generation | <ul style="list-style-type: none"> • In/from databases • In/from logs | 4 hours |
| Web / Graphic Design | <ul style="list-style-type: none"> • Minor changes/corrections • Banners • Logos • Brochures • Buttons | 4 hours |
| SEO | <ul style="list-style-type: none"> • Website analysis and audit • White SEO • Website inner page optimization • Social media • Ad campaigns | 8 hours |
| Training | <ul style="list-style-type: none"> • About installation/set up process • About tuning/configuration • About system use/user experience | 4 hours |