

## StoneGate Support Offering from Castleforce

Castleforce offers our customers the flexibility to choose between 5 levels of technical support services. Each service level presents different options for support availability, response time, support level and hardware replacement service.

Service Level	Response Time	Support Levels	Hardware Replacement Service
<b>Stonesoft Basic Support</b>	Next Business Day based on the office hours of the Stonesoft Regional Support Centre closest to the customer	Telephone 8/5 (09.00 – 17.00) in the Support Centre closest to the customer's time zone	48 hours (excl. Weekends and public holidays)
<b>Stonesoft Premium Support</b>	2 hours	Telephone Trouble-shooting continues until the problem is solved	24 hours (excl. Weekends and public holidays)
<b>Castleforce Basic Support</b>	30 minutes	Telephone and Email Mon – Fri (09.00 - 17.30)	Next Business Day Delivery
<b>Castleforce Advanced Support</b>	30 minutes	Telephone and Email 24/7	Next Business Day Delivery
<b>Castleforce Premium Support</b>	30 minutes	Telephone and Email 24/7	8 or 4 hours with a Technician to Site



### Castleforce IT Consultancy Ltd

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