

## B2B Support Plans

B2B provides support for its products currently available through retail purchase and most future release products. Below support plans are offered for the products:

Plan – A	Plan – B	Plan – C
<ul style="list-style-type: none"> <li>➤ V-Serve – Ticketing portal</li> <li>➤ 50 Incidents during the Service Agreement period.</li> <li>➤ Incident Response within 2 business hours of logging in the issue. (Business hours – from 10am to 6pm on working days)</li> <li>➤ Database Usage and Review Report by Users for improving processes. (Once in 6 months)</li> <li>➤ Data base remote back up once a month</li> <li>➤ If Client can provide Access to database either through citrix server or VPN it would enable B2B to provide prompt service.</li> </ul>	<ul style="list-style-type: none"> <li>➤ V-Serve – Ticketing portal</li> <li>➤ 30 Incidents during the Service Agreement period.</li> <li>➤ Incident Response within 4 business hours of logging in the issue.</li> <li>➤ Database Usage and Review Report by Users for improving processes. (Once in a year)</li> <li>➤ If Client can provide Access to database either through citrix server or VPN it would enable B2B to provide prompt service.</li> </ul>	<ul style="list-style-type: none"> <li>➤ V-Serve – Ticketing portal</li> <li>➤ 20 Incidents during the Service Agreement period.</li> <li>➤ Incident Response within 1 business working day of logging in the issue.</li> <li>➤ If Client can provide Access to database either through citrix server or VPN it would enable B2B to provide prompt service.</li> </ul>

**\*Please Note: B2B Support Lifecycle Policy does not apply to all products. To know more about the product support contact us : [info@b2bsofttech.com](mailto:info@b2bsofttech.com).**