

safetica

Safetica Support SLA

SEPTEMBER 2025

Support SLA Overview

Please note: This does not apply to customers who are dealt with directly.

	Standard Support	Silver Support	Gold Support
	Basic support included in all Safetica licenses	Reactive direct support from Safetica	Premium proactive support from Safetica
Knowledge Base	Included	Included	Included
Customer Portal		Included	Included
E-Learning Access	Can be purchased separately	Up to 2 accounts	Up to 10 accounts
Direct Customer Support	Via distributor/reseller	Included	Included
Support via Telephone	Via distributor/reseller. Directly not guaranteed	Included during business hours	Included during business hours
Support via E-mail	Via distributor/reseller. Directly not guaranteed	Included. Within 8 business hours	Included. Within 4 business hours
Support via remote access	Via distributor/reseller. Directly not guaranteed	Included. Within 5 business days	Included. Within 8 business hours
Customer training by Safetica		Included	Included
Dedicated contact person			Included
Higher priority for bug fixes			Included
Regular review of customer environment			Included

Business Hours

- Monday – Friday, 8:00 AM - 6:00 PM CET/CEST
- Monday – Friday, 2:00 AM – 8:00 PM EDT/EST

During Czech and Colombian public holidays, Safetica support may be limited. Holidays include: January 1, January 12, March 23, April 2, April 3, April 6, May 1, May 8, May 18, June 4, June 8, June 15, June 29 July 6, July 20, August 7, August 17, September 28, October 12, October 28, November 2, November 16, November 17, December 8, December 24-25.

Additional Conditions

Training is administered remotely (via remote access and telephone) for up to two of the customer's administrators. The session takes approximately two hours.

To provide and guarantee the best possible service, Gold Support is available to customers who have completed or ordered the [Implementation Professional Service](#) .

A proactive review of the customer's environment will be performed every three months from the validation of the Safetica license. As part of this service, customers will receive an analysis and evaluation of their current Safetica settings, including necessary adjustments and reconfigurations to ensure the highest possible value and satisfaction is realized, based on the customer's unique environment, requirements and product capabilities.

Pricing

For pricing information, please contact your local partner or contact Safetica directly.