

If Client has purchased Basic Support, or if no Support is specified on the Order Form, the following hours and target response times apply to the Services during the Order Term, subject to Client remaining in good standing under the applicable agreement.

Basic Support

Region	Support Hours
North America	8:00am - 8:00pm Monday through Friday EST/EDT
EMEA	8:00am - 8:00pm Monday through Friday GMT/BST
Asia Pacific	8:00am - 8:00pm Monday through Friday AEDT/AEST

Severity Levels		Target Response Time
Severity Level 1	Any Error which makes the use or continued use of the Subscription or material features impossible; Subscription is not operational, with no alternative available.	Within two (2) hours.
Severity Level 2	Feature failure, without a workaround, but Subscription is operational.	Within four (4) hours.
Severity Level 3	Feature failure, but a workaround exists.	Within twelve (12) hours.
Severity Level 4	Error with low-to-no impact on Client's access to or use of the Subscription, or Client has a general question or feature enhancement request.	Within twenty-four (24) hours.