

# Burst Support Information

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## Support Tiers and Features

Compare support tier features			
	Bronze	Silver	Gold
Software version and maintenance updates	✓	✓	✓
Online Knowledge Base access	✓	✓	✓
Online Help Desk and case management	✓	✓	✓
Standard business hour email support	✓	✓	✓
Standard business hour phone support	✗	✓	✓
Priority business hour email support	✗	✗	✓
Priority business hour phone support	✗	✗	✓
24x7x365 phone support	✗	✗	✓

## Support Tier Qualifications

How to qualify for each support tier	
<b>Bronze Tier</b>	<ul style="list-style-type: none"> <li>Automatically included with all Buurst subscriptions. No extra cost.</li> </ul>
<b>Silver Tier</b>	<ul style="list-style-type: none"> <li>Included at no extra cost if the customer completes the product registration prompt within the product StorageCenter™ UI.</li> </ul>
<b>Gold Tier</b>	<p><b>Marketplace:</b></p> <ol style="list-style-type: none"> <li>Launch a Buurst product on the AWS and/or Azure marketplace with a performance band subscription of 800 or higher. [Throughput MBps (128k) up to 265 on AWS; up to 8 vCPU's on Azure]</li> </ol> <p><b>OR</b></p> <p>Launch a legacy SoftNAS subscription from AWS and/or Azure with a storage capacity of 20TB or greater</p> <p><b>BYOL:</b></p> <ol style="list-style-type: none"> <li>Secure a Gold Tier support contract with your Buurst account rep. (for BYOL and marketplace listings).</li> </ol>
	<ol style="list-style-type: none"> <li>Complete the product registration within the product StorageCenter™ UI.</li> </ol>

## Support Contact Channels

How to contact support	
<b>Knowledge Base</b>	<ul style="list-style-type: none"> <li><a href="#">Click here</a> to access the self-service Knowledge Base</li> </ul>
<b>Help Desk</b>	<ul style="list-style-type: none"> <li><a href="#">Click here</a> to submit a ticket through the online portal</li> </ul>
<b>Email</b>	<ul style="list-style-type: none"> <li>Email <a href="mailto:support@buurst.com">support@buurst.com</a></li> </ul>
<b>Business Hour Phone (9am – 5pm, US Central Time)</b>	<ul style="list-style-type: none"> <li>Call 1-888-801-7524, Option 4</li> </ul>
<b>24x7x365 Phone (Gold Tier only)</b>	<ul style="list-style-type: none"> <li>Refer to your Gold Tier support welcome packet</li> </ul>

## Gold Tier Support SLAs

<b>Gold Tier response SLAs by channel</b>	
<b>Help Desk</b>	<ul style="list-style-type: none"><li>• 1-hour response time during business hours, 9am to 5pm US Central time</li></ul>
<b>Email</b>	<ul style="list-style-type: none"><li>• 1-hour response time during business hours, 9am to 5pm US Central time</li></ul>
<b>Phone</b>	<ul style="list-style-type: none"><li>• 1-hour initial response, 24x7</li></ul>