



Attini support agreement

Price plan

On demand:

200 EUR per hour of *Active support
Office hours CET
Best effort response time

Basic:

1500 EUR per month
10 *Active support hours per month
130 EUR per hour of *active support
Office hours CET
24 Hours response time during weekdays

*Active support means the time a support engineer will work on a ticket. If the time exceeds 3 hours, Attini will get back to the customer with all current findings, to continue working on the ticket, the customer has to approve. Otherwise the ticket will be closed.

If the work is less than 1 hour the full hour will be invoiced, however the remaining time can be used for another ticket.

Attini keeps the right to change this support agreement with a 3 month notice for current customers. For Customers using the "On demand" model, the support agreement can be changed at any time.

If the 24 Hours response time is broken, the first three hours will be free of charge.

If an issue has been caused by a bug in the Attini Framework, any related tickets will be free of charge.

If an issue is caused by AWS Services or other 3rd party, Attini support will not be able to assist. Attini support prices still apply for investigative work associated with these types of issues.

This support agreement does not alter any liability clauses previously agreed in other agreements.



Bugs reports and feature requests:

We appreciate any bug reports and feature requests. Any meetings, chats or phone calls associated with gathering the information will be free of charge and are encouraged!