

# Esper Support

Esper is committed to your success and provides best-in-class support. Choose the support level based on the needs of your use case.

## Response Times

Severity	Premium Support	Standard Support	Free Trial / Self-Service
Sev1	4 Business Hours	4 Business Hours	8 Business Hours
Sev2	4 Business Hours	8 Business Hours	1 Business Day
Sev3	1 Business Day	1 Business Day	2 Business Days
Sev4	2 Business Days	2 Business Days	3 Business Days

## Follow-Up Response Time

Severity	Premium Support	Standard Support	Free Trial / Self-Service
Sev1	Continuous work until resolution	Continuous work until resolution	Continuous work until resolution
Sev2	Status updates twice per business day	Status updates every day	Status updates every two business days
Sev3	Status updates every day	Status updates every day	Status updates twice per week
Sev4	Status updates weekly	Status updates weekly	Status updates every two weeks

## Severity Level Description

Severity	Description	Scenarios
Sev1	Complete loss of service resulting in full or partial system outage or a condition that makes the Esper Platform unusable or unavailable in production for all of Customer's Users.	Stack where the endpoint is hosted goes down - Esper Agent DPC update breaks functionality of their fleet of devices in the field.
Sev2	Defect resulting in a condition where major functionality is impacted or significant performance degradation is experienced; issue is persistent and affects many Users and/or major functionality.	Esper Agent DPC update breaks functionality of their fleet of devices in the field. Number of devices affected is 500+. Apps pushed from MDM failing to get installed.
Sev3	Defect results in a component of the Esper Platform not performing as expected or documented. A question by Customer representatives regarding general technical issues/questions.	Change of MDM Policies not reflecting on Device, or other unexepected behavior.
Sev4	Information requested on Esper Platform capabilities, navigation, enhancement request.	Basic help, pointing to documents and online resources, capturing feature requests, feedback.