



# Professional Support Packages



Launching IoT projects can be complex and it's key to have a partner that understands they are not a one-time affair; they demand sustained support across their entire lifecycle. The KORE professional support packages are designed to provide post-deployment support, tackling evolving requirements, scaling solutions, and guaranteeing the consistent delivery of value from your IoT project.

Benefits	Self Service	Silver	Gold	Platinum
Support Portal Access	✓	✓	✓	✓
Knowledge Base Online Access	✓	✓	✓	✓
Access to Virtual Agent (KOREY)	✓	✓	✓	✓
Interactive Training Sessions		✓	✓	✓
Designated Account Manager*		✓	J	✓
Live Agent Chat Support			J	✓
Designated Customer Success Manager**				J
Quarterly Strategic Business Review				J
Priority phone support				J
Priority support for tasks normally handled through self-service.				J

**Designated Account Manager\*** Gain a single, accountable point of contact who understands their IoT environment, proactively optimizes performance, accelerates issue resolution, and aligns solutions to their evolving business goals.

**Designated Customer Success Manager\*\*** Maximize the value of your IoT investment through proactive guidance, accelerated adoption, and continuous alignment of solutions to their business objectives.

## Service Level Objectives

Severity Levels	Definition of Severity Levels & Response Times	Self-Service	Silver	Gold	Platinum
Critical – P1	Service down or severely degraded	All self-service issues are prioritized and resolved based on severity and business impact, with no associated Service Level Objectives.	3 business hours	1 business hour	15 minutes (24x7)
High – P2	Partial service down or mild degradation		6 business hours	2 business hours	1 hour (24x7)
Moderate – P3	Minor loss of service or operational functionality		9 business hours	4 business hours	2 hours (24x7)
Low – P4	No loss of service, how to questions.		24 business hours	8 business hours	4 hours (24x7)

Ready to learn more? Reach out to your account manager for information.