1.   **Support Package**

Service Type	Days covered	Service hours	Monthly Support hours per package
Regular (Support Package).	Monday-Friday on business days in Czech Republic	9:00 a.m. - 5:00 p.m.	2 hours

2.   **Help Center & E-mail**

2.1   Sourcefabric maintains its online help center at **help.sourcefabric.org**. This is the main point of contact for incident reporting which allows the Customer to both submit incident reports and view Sourcefabric's user documentation, application news, FAQs and a forum for discussion. If usage of the help center is not possible, customers can also use email as a channel to contact Sourcefabric's Support Team. See 4.2 for further details.

2.2   Sourcefabric operates an issue tracking system with the purpose of reporting and tracking of issues with the Product. The Customer agrees to define a list of users that may have access to that system and which users may raise new issues.

3.   **Service hours**

3.1   The Sourcefabric service team is available during the service hours specified in section 1. The service team responds to reported incidents by contacting the customer via E-Mail (or phone, depending on the agreed service level) during the service hours to investigate the issue and provide immediate assistance. Additional support can be provided at a rate of EUR 150.00 per hour in 15 minute increments and with 1 hour minimum billing.

3.2   Any additional development work to fix reported incidents are only carried out during business hours Monday-Friday, 9:00 a.m. - 5:00 p.m. (Central European Time).