COPA-DATA
Service Level Agreement

	LEGACY*	NO SLA	SLA	LONG-TERM SLA
RESOURCES & DOWNLOADS				
Access to Self Service Portal	x	x	x	x
Manuals, white papers, fact sheets	x	x	x	x
zenon Academy online training courses	x	x	x	x
MAINTENANCE				
Extended Maintenance			5 YEARS	10 YEARS
Free zenon version upgrades for all recorded licenses			x	x
SUPPORT SERVICES				
Requests via Self Service Portal		x	x	x
Requests via telephone			x	x
Preferential ticket processing			x	x
Guaranteed professional response within two working days			x	x
Assistance via remote support and web meetings			x	x
Notifications about new zenon builds for maintained/licensed versions			x	x
Free license reactivation			x	x
DISCOUNTS				
Classroom training			x	x

*Support of zenon versions older than 5 years without active Long-Term Service Level Agreement