



COPA-DATA Service Level Agreement

	BASIC	PREMIUM
SERVICES		
Requests via Online Ticket System (OTS)	x	x
Requests via telephone		x
Tracking of requests via Online Ticket System	x	x
Processing of requests in the order received	x	
Preferential ticket processing		x
Guaranteed professional response within two working days		x
Assistance via remote support and web meetings		x
Notifications about new zenon builds		x
RESOURCES		
Self-service portal (including knowledge base/FAQs, forum, and blog)	x	x
zenon Online Training Courses	x	x
DOWNLOADS		
Manuals, zenon Tutorial Videos, white papers, fact sheets	x	x
Software builds and new versions	x	x
DISCOUNTS		
Classroom training		x
Free upgrades for all recorded licenses		x