

# Get the support you need based on your subscription level



## CATEGORIES Service level

# Supreme

ADVANCED

# 99.9%

AVAILABILITY

HOURS OF SERVICE

**7x24x365**  
scheme

AVAILABILITY

Do not exceed  
**43.2 minutes**  
in downtimes

PERFORMANCE

Below  
**4 seconds**

RELIABILITY

Do not exceed  
the value of **3**

CONTINUITY

Not longer than  
**2 hours**

To provide  
**the best**  
learning experience

# Standard

ENHANCED

To provide  
**a better**  
learning experience

HOURS OF SERVICE

**7x24x365**  
scheme

AVAILABILITY

Do not exceed  
**129.6 minutes**  
in downtimes

RELIABILITY

Do not exceed  
the value of **6**

CONTINUITY

Not longer than  
**4 hours**

PERFORMANCE

Below  
**5 seconds**

# 99.7%

AVAILABILITY

# Elemental

BASIC

To provide  
**a good**  
learning experience

HOURS OF SERVICE

**7x24x365**  
scheme

AVAILABILITY

Do not exceed  
**216 minutes**  
in downtimes

PERFORMANCE

Below  
**6 seconds**

RELIABILITY

Do not exceed  
the value of **9**

CONTINUITY

Not longer than  
**8 hours**

# 99.5%

AVAILABILITY



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