

# Telesign Support Plans

Our support tiers are built to fit your unique business needs. Find the right support plan to match the level of expertise that you are looking for.

FEATURES	BASIC	STARTER	ADVANCED	PREMIER
Price per month	Free	\$500	\$1,500	\$5,000
P1	2 business hours	1 business hour	30 minutes (24/7)	15 minutes (24/7)
Priority based response times P2	N/A	2 business hours	1 business hour	30 business minutes
P3	N/A	1 business day	1 business day	1 business day
Omnichannel support	E-mail	E-mail, voicemail	E-mail, voicemail, WeChat	E-mail, live hotline WeChat
Engineering Support	Standard	Standard	Senior support engineer	Dedicated senior support engineer team
Issue escalation	N/A	24/7 escalation for P1s	24/7 escalation for P1 & P2s	24/7 escalation for all issues
Proactive monitoring & reports	N/A	Proactive alerts for unusual or suspicious activity	Proactive alerts for unusual or suspicious activity	Proactive alerts for unusual or suspicious activity
Support review meetings	N/A	N/A	Quarterly	Monthly
Dedicated implementation service	15 days	30 days	60 days	90 days
Customer success manager	N/A	N/A	N/A	Dedicated CSM

## Support tiers to help you scale:



### Prioritized escalations

Critical incidents reviewed fast and efficiently, with committed SLAs.



### Dedicated expertise

Best in class service for any and all complex challenges that may arise.



### 24/7 support

Live help at your fingertips at any time of day.