

Support Policy

This is a supplement to the **Cloudpresenter Customer Agreement** (the “**Agreement**”) and is thereby included in the Agreement. Any capitalized terms used but not defined below derive their meanings from the Agreement.

This Policy is in relation to our Standard technical support and not our **Event Support** service which includes a dedicated named support Producer & technical team. Details of which are available on the website or by emailing event.support@cloudpresenter.com.

We define the type of support our Products require as 3 distinct categories: Level 1, Level 2 and Level 3 support (together “**Standard Support**”). Depending on the type of Product chosen you may be required to provide some of these support duties to your End Users.

What is Level 1 Support?

Level 1 support engineers typically provide support for the following: “how-to” problems, creating and joining Cloudpresenter sessions, inviting users, adding media content to sessions, guidance with how to present and hold online meetings, camera and microphone issues, problems with Flash plugin versions, browser types and versions, problems with client PCs, troubleshooting issues documented in our Cloudpresenter Academy, FAQs and other documentation made available by Cloudpresenter. This is not an exhaustive list and is meant to give examples of common issues. Level 1 support engineers are required to use “best efforts” to resolve a support request and are required to include the following information before escalating them to Level 2 support engineers: Steps to reproduce the issue (STRs), which environment the issue occurred on (URL), access details required to reproduce the issue, screenshots or screencasts of the issue (where possible), which browser, OS and device was tested on and results for each.

What is Level 2 Support?

Level 2 support engineers typically provide support for the following: help troubleshoot issues that are caused by software bugs or other software failures, determine the cause of problems that are likely to require source-code modifications or work-arounds, database modifications, testing or work-arounds, and general advanced technical troubleshooting beyond Level 1.

What is Level 3 Support?

Level 3 staff are experienced system administrators and DevOps engineers who typically deal with the following: ensure servers receive security updates, implement and improve server health monitoring, replace faulty hardware, manage network congestion, architect and refine anti-DDOS and anti-virus measures, and help troubleshoot platform bottlenecks or inefficiencies. Level 3 staff are typically available only to Level 2 staff.

Who is responsible for providing each support level?

Cloudpresenter to provide Level 1, 2 and 3 support

Cloudpresenter and/or partners will provide Level 1, 2 and 3 support if you are a Named User Cloud Account customer (as defined in the Agreement).

Cloudpresenter to provide Level 2 and 3 support only; you provide Level 1 support

You will provide Level 1 support to your End Users and Cloudpresenter and/or partners will provide Level 2 and 3 support to you (not to your End Users) if you have contracted an Enterprise Product deployed on the Cloudpresenter cloud infrastructure (defined as "Cloud Server" in the Agreement).

Cloudpresenter to provide Level 2 support only; you provide Level 1 and 3 support

You will provide Level 1 and 3 support to your End Users and Cloudpresenter and/or partners will provide Level 2 support to you (not to your End Users) if you have contracted a self-hosted Product deployment (defined as "Software" in the Agreement).

Support Hours

Cloudpresenter provides Level 1 and 2 support from 8:00 a.m. to 5:00 p.m. GMT for all customers and additionally Level 1 support only from 8:00 a.m. to 5:00 p.m. ET for North American customers, Monday through Friday. Outside these hours our team may be available on a "best efforts" basis, meaning that on most work days support enquiries may be answered well beyond those hours.

All server infrastructure managed by Cloudpresenter is actively monitored with Level 3 system administration teams available 24/7/365.

Target Response Times

Cloudpresenter makes "best efforts" to respond in these target response times, where response outside support hours may be limited to activity by the system administration team, without customer facing communication:

Event Severity	Example	Target Response Time	Valid During
Critical	Server down	1 hour or less	Anytime
Urgent	Major issue affecting end users	4 hours	Support hours

Standard	General customer service inquiry	24 hours	Support hours
Low	Feature request	48 hours	Support hours

What is not included in Standard Support

Standard Support does not include the following:

- Support to customers who are no longer under active maintenance
- Support for a Product that has reached End of Life
- Answers to development questions or requests
- Third-party application integrations
- Product training
- System and performance tuning
- Capacity planning

Self-Help

Your best place to start is our [Cloudpresenter Academy](#), as well as a link to our [YouTube channel containing video tutorials](#).

Updates & Maintenance

If you are entitled to New Releases (as specified in section 8 Support and Maintenance of the Agreement), Cloudpresenter will - unless otherwise agreed - fully manage the installation, configuration and deployment of the New Release (“**Update**”). Typically, an update will mean approximately 20 to 40 minutes of downtime which will be scheduled ‘out of hours’, however all scheduled updates that could cause any disruption to the service will be communicated via email or through the website and Cloudpresenter dashboard.

End of Life Policy

Cloudpresenter supports all versions until they have reached their End of Life. Provided your license terms & conditions allow it, you may continue to run a version that has reached End of Life, but we will be unable to provide support for it.