

## SugarCRM Support Plan Overview

January 2011

SERVICE DESCRIPTION	Standard	Extended	Premium	Personal
Support Provided By	SugarCRM	SugarCRM	SugarCRM	FBSG
Cost	Free with Sugar Professional or Sugar Enterprise	15% of Annual Subscription Amount	25% of Annual Subscription Amount	CALL !!!
Support Response Time	4 business hours maximum	2 business hours maximum	1 business hour maximum	1 business hour maximum
Number of Cases per Month	Unlimited	Unlimited	Unlimited	Unlimited
Email Support	Yes	Yes	Yes	Yes
Support Portal	Yes	Yes	Yes	Yes
Pro Help Forums	Yes	Yes	Yes	Yes
Live Phone Support during Business Hours	No	Yes	Yes	Yes
After Hours Phone Support Available for High Priority Issues	No	No	Yes	Yes
Assigned Support Representative	No	No	Yes	Yes
Quarterly Account Reviews	No	No	Yes	Yes
Team Support Approach	No	No	No	Yes
Support for adding custom fields, changing field labels, and changing screen views	No	No	No	Yes
Prioritized project work as needed	No	No	No	Yes
Personal Knowledge of Your System	No	No	No	Yes

Support Plans do not include custom reports, custom dashboards, workflow, custom programming, or training classes. All support is provided remotely. Additional projects are quoted separately. If you have an FBSG Personal Support Plan, project work is completed on a priority basis.