

## On-call Support

	Diamond	Platinum	Gold	Silver	Bronze
Initial response time <sup>6</sup>	15 minutes	1 hour	2 hours	4 hour	4 hour
Proactive monitoring	Prometheus, New Relic <sup>3</sup> , ELK <sup>4</sup> , Cloudwatch	Prometheus, New Relic <sup>3</sup> , ELK <sup>4</sup> , Cloudwatch	Prometheus, ELK <sup>4</sup>	Prometheus	
Call-out fee	included	included	included	\$000 USD	\$000 USD
Initial restore effort begins at initial response*	✓	✓	✓	✓	✓
Monitoring after restore	Acro Media	Acro Media	Acro Media	Client	Client
Maintenance after restore	Acro Media	Acro Media	Acro Media	Client	Client
Restore fee	included	included	included	\$000 USD/hr	\$000 USD/hr
Initial resolve (office hours)	begins next business day	begins next business day	begins next business day	begins next business day	begins next business day
Resolve fee	\$000 USD/hr <sup>1</sup>	\$000 USD/hr <sup>1</sup>	\$000 USD/hr <sup>1</sup>	\$000 USD/hr <sup>1</sup>	\$000 USD/hr <sup>1</sup>
Incident updates	hourly	upon restore	upon restore	upon restore	upon restore
Root cause analysis delivery	1 week <sup>2</sup>	2 weeks <sup>2</sup>			
<b>Price</b>	<b>\$000/mo</b>	<b>\$000/mo</b>	<b>\$000/mo</b>	<b>\$000/mo</b>	<b>N/A</b>

This is a limited sample of Acro Media's On-call Support programs.

[Contact us](#) to talk about your support needs.