Get the support you need with a Service Level Agreement

	Included with License	Support Level 1	Support Level 2	Support Level 3
Uptime Guarantee	✕	99.7% Uptime	99.8% Uptime	99.9% Uptime
Voicemail & Phone	✕	9 AM - 5 PM ET Voicemail Support	9 AM - 5 PM ET **Phone** Support	**9 AM - 10 PM** ET **Phone** Support
Email Support	9 AM - 5 PM ET	9 AM - 5 PM ET	**9 AM - 10 PM** ET	24/7
Guaranteed Response Time	✕	✓	✓	✓
Schedule Updates	✕	✓	✓	✓
Scheduled Data Backup *Cloud only*	Weekly	Weekly	Daily	Daily
Test License	✕	✓	✓	✓
System Health Check	✕	✓	✓	✓
Remote Assistance	✕	✓	✓	✓
Warehouse Coverage	N/A	Up to 3	Up to 10	Unlimited
Saturday Coverage	✕	Additional Fee	Additional Fee	✓
Sunday Coverage	✕	Additional Fee	Additional Fee	✓

Uptime Guarantee

If uptime of the API drops below **99.7%**, and the cause is determined to not be a chargeable service, we will provide an automatic credit under our SLA on the next billing cycle. For any given day where an outage exceeds **15 minutes**, we'll credit your account **5%** of the yearly SLA fee.

Inquiries to
sales@itempath.com

Learn more at
itempath.com