

BackBox Support Services

Support Matrix

Level/Priority	Support %	Priority 1	Priority 2	Priority 3	Priority 4
Platinum	50%	24x7x1	24x7x1	24x7x4	NBD**
Gold	35%	24x7x1 CBE*	24x7x4 CBE*	NBD**	NBD**
Silver	30%	24x7x4	NBD**	NBD**	NBD**
Bronze (Standard)	20%	NBD**	NBD**	NBD**	NBD**

* CBE - Certified BackBox Engineer

** NBD - Next Business Day - Israel Normal Business Hours

Priority Categorization

Priority 1 - BackBox System Down - No Backups Performed, Backup files cannot be retrieved

Priority 2 - BackBox Operational, Some Backups Failing

Priority 3 - BackBox Operational, Backups Working, Configuration Problem

Priority 4 - BackBox Operational, Backups Working, Addition of New Device Type or Updating Existing Backup Types

Contact method by Priority

Priority 1 – Phone

Priority 2 – Phone

Priority 3 – Support eMail/Support Web Site (Phone for Platinum Only)

Priority 4 – Support eMail/Support Web Site

Contact information

Support Phone Numbers – 972-73-Safeway (972-73-7233929), 972-50-3500400

Support eMail – support@backbox.co

Support Web Site – <http://www.backbox.co/support> (registration is required)