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1   Basic Information

1.1   Standard Support

All of the standard support packages include:

- Technical support via email
- Regular software updates
- Free previews of new versions of the application (so that you can decide if you would like to upgrade)
- Assistance with the installation of application upgrades
- Up-to-date manuals and best practices instructions for users and system administrators
- All training materials

The main difference between the support packages is the response time:

Description
Response time of up to 24 hours
Response time of up to 16 hours
Response time of up to 8 hours

1.2   Premium Support

In addition to everything above, Premium support includes:

- Dedicated personnel for Technical support via WebEx, email, or phone
- Immediate response during the client's working hours (needs to be specified) with one dedicated phone line

Description
Immediate response during one 8-hour shift (client's working hours) on business days

1.3 Custom Support

Other support models are possible and can be tailored in coordination with the client and per their requirements.

2 Contact Information

Phone:	+1 (800) 752 – 9931* 107
Email Address:	support@youtestme.com

3 Source

Website:	https://www.youtestme.com/contact
Wiki page:	YouTestMe Wiki Page