

Countable Support Packages

The following table explains fees for various support response times and uptime guarantees.

In all plans, any time spent working is billed at a minimum of 1 hour, at the staff person's individual rate (40 to 250 dollars per hour)

name	price	services	SLA
pay-as-you-go	hourly	<ol style="list-style-type: none">1. Free Hosting2. No response time guarantee3. Recommended for prototypes4. NOTE: If you are using the application in production, we generally cannot offer this package because an unsupported application reflects poorly on our (and your) reputation.	N/A
email-support	\$300/mo	<ol style="list-style-type: none">1. Hosting with monitoring2. Email support: Tier 1 Response expected in 4h PST3. Phone number with voicemail service provided for emergencies only. 4h response during PST.4. 24h resolution5. Recommended for beta or non-critical small business apps	99.5% during PST
phone-support	\$1000/mo	<ol style="list-style-type: none">1. Hosting with monitoring2. Live phone support during PST3. 1h resolution or tier 3 escalation.4. Recommended for small to medium business apps with set operating hours.	99.9% during PST
enterprise	\$2000/mo	<ol style="list-style-type: none">1. Hosting with monitoring2. 24h on call support3. Enhanced privacy and security management (private server space)4. Recommended for provincial government	99.9%, 24/7
custom	Ask us	<ol style="list-style-type: none">1. Custom needs such as > 99.9% uptime.	> 99.9%