



Crowdbotics Care (Support Only) Benefits and Pricing

OVERVIEW

App development isn't a one-and-done engagement. |Once your MVP is completed, you'll want to be sure that you can report and receive support for any critical bugs that appear in your live app.

Our **Crowdbotics Care (Support Only)** plan is an affordable, fixed-price add-on service that grants you fast, predictable response times from a standing technical support team.

WHAT IS A BUG?

It can sometimes be hard to know the difference between a **bug** and a **new feature** request.

A bug is a problem in your app's code that prevents the app from performing according to the mutually agreed-upon specifications for your app build.

A feature that was previously working is now broken, or if a feature was built in a way that prevents it from functioning correctly according to the app's documented specifications, then you can report it as a bug. Crowdbotics Support will make an initial determination about the applicable service tier.

SUPPORT SLA TIERS

ISSUE SEVERITY	SUPPORT PLAN
LEVEL 1 - CRITICAL Business-stopping No workaround Imminent threat to key business posing financial risk	6 hours response target Covers Crowdbotics infrastructure-related issues
LEVEL 2 - URGENT Key business impacted No workaround	8 hours response target Covers Crowdbotics infrastructure-related issues
LEVEL 3 - HIGH Key business impacted with workaround, OR Non-key business impacted with no workaround	16 hours response target Covers Crowdbotics infrastructure-related issues
LEVEL 4 - MEDIUM Non-key business impacted with no workaround	24 hours response target Covers Crowdbotics infrastructure-related issues
LEVEL 5 - LOW Business not impacted	24 hours response target

> PRICING AND TERMS

- \$1,500/month
- Access to tiered response time SLAs for **bug fixes only**
- Development of new features **not covered**
- 12-month contract starting immediately after initial build