

stream5 Support



Support level	2GO	READY	PRO	PREMIUM	ENTERPRISE
Cockpit support	Questions about the s5 Cockpit (video upload, player design & configuration etc.)				
Workshop (one-time)	--	--	2 hours incl.	4 hours incl.	4 hours incl.
Availability	Mo. – Fr. 9 am - 6 pm	Mo. – Fr. 9 am - 6 pm	Mo. – Fr. 9 am - 6 pm	Mo. – Fr. 9 am - 6 pm	Mo. – Fr. 9 am - 6 pm
Contact	E-Mail	E-Mail	E-Mail/Hotline	E-Mail/Hotline and decided contact person	E-Mail/Hotline and decided contact person
Response time	< 8 working hours	< 8 working hours	< 4 working hours	< 4 working hours	< 4 working hours
Pice	inclusive	inclusive	inclusive	inclusive	inclusive
Technology support	API, Ad Server, Backend, Encoding, 3rd party interfaces etc.				
Weekdays 9 am - 6 pm	--	--	€ 100,-/ h	€ 100,-/ h	€ 100,-/ h
Weekdays 8 - 9 am; 6 - 8 pm	--	--	€ 150,-/ h	€ 150,-/ h	€ 150,-/ h
Weekend 8 am – 8 pm	--	--	€ 200,-/ h	€ 200,-/ h	€ 200,-/ h
Overnight 8 pm – 8 am	--	--	€ 300,-/ h	€ 300,-/ h	€ 300,-/ h