# Subscription Support

*Finding experienced and dedicated support staff for your website can be challenging. At Enfold Systems, we provide flexible yet professional support for Enfold software based sites.*

- ***Standard Subscription***

*For systems where incidents could have significant impact on business operations and productivity*

- 1 year of access to new releases, security fixes & Web support
  - Unlimited number of support incidents
  - 2-business-day response
  - 4-business-hour response with phone access for severe incidents
    - 8 am. to 6 pm. central time, Monday – Friday, excluding US holidays

- ***Basic Subscription***

*For systems with less-critical support needs*

- 1 year of access to new releases, security fixes & Web support
  - Up to 3 support incidents
  - 2-business-day response for all issues

|  | Supported | Not Supported* |
|---|---|---|
| **Incident types** | <ul><li>Installation & Configuration</li><li>Use</li><li>Diagnosis</li><li>Bug fixes / patches / updates / upgrades</li></ul> | <ul><li>Code / product / application development</li><li>System / network design</li><li>Security policy development / implementation</li><li>Workflow development / implementation</li></ul> |
| **Product types** | <ul><li>Current Enfold commercial products (Enfold Server, Enfold Proxy, Enfold Desktop) with active subscription</li><li>Plone version included with Enfold Server</li><li>Plone add-on products included with Enfold Server</li></ul> | <ul><li>Modified / non-included code / products</li><li>Products with expired subscriptions</li><li>"Sunset" / Beta / Release candidate Enfold product versions</li><li>Open-source Enfold products (unless included with Enfold Server)</li></ul> |

*\* Available for additional hourly charges, with priority scheduling - contact us for more information.*