

CookiePro Support

CookiePro support includes software updates, remote support, unlimited support requests, and support requests and responses via web (community.cookiepro.com) and email. Scheduled maintenance takes place between the hours of 10PM – 4AM local time based upon the location of the data center and users will receive notification of scheduled maintenance 24 hours in advance via the support portal (provided such user has opted to receive notices from the support center).

FEATURE	COOKIEPRO SUPPORT
Hours	8AM-12AM GMT M-F
Remote Support	Yes (Email or Knowledge Base)
Target Response Times	
Severity 1	4 hours
Severity 2	8 Business Hours
Severity 3	16 Business Hours
Severity 4	24 Business Hours