Crowdbotics Care (Support Only): Benefits & 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.

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 workaround	• 24 hours response target • Covers Crowdbotics infrastructure-related issues
Level 5 - Low • Business not impacted	• 24 hours response target

Pricing & 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

• Opt-out with 30-day advance notice

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.

If 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.