



## Drupal Support and Site Maintenance

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<b>SLA / Response Times</b>	<b>Small Business Drupal Support</b>	<b>Standard Drupal Support</b>	<b>Enterprise Drupal Support</b>	<b>Major Enterprise Drupal Support</b>
Support hours per month	<b>11</b>	<b>16</b>	<b>24</b>	<b>40</b>
Priority 1 issues 24/7 coverage	<8 hours	<4 hours	<2 hours	<1 hour
Priority 2 issues	<3 bus days	<2 bus days	<1 bus day	<5 hours
<b>Pricing</b>				
Initial Setup / Audit Onboarding	\$500.00	\$1,800.00	\$3,600.00	\$15,000.00
Monthly Costs	\$750.00	\$1,050.00	\$3,000.00	\$10,000.00
<b>Benefits</b>				
24X7 Response Time for P1 issues	X	X	X	X
Maintenance of Site Functionality	X	X	X	X
Restoration of Site Functionality	X	X	X	X
Bug Fixes	X	X	X	X
Small Feature Enhancements	X	X	X	X
Dedicated Account Manager	X	X	X	X

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Monthly Report of Site Health	X	X	X	X
Monthly Report of Maintenance Activity	X	X	X	X
Critical Update Notifications	X	X	X	X
Security Fixes applied within 24 hours			X	X
Updates to Drupal Core version	X	X	X	X
Updates applied to Contributed Modules	X	X	X	X
Future Technology Road Map for Drupal site				X
Digital Strategy Consulting				X
Demand Generation Consulting				X
Search Engine Optimization Services				X
Custom Drupal Development				X

Hours for P2 Support requests are:  
8AM-8PM EST

## Priority Levels

Priority 1 (P1) – A catastrophic production problem within the Drupal software that severely impacts the production systems, or because of which client’s production systems are down or not functioning, or that results in a loss of production data and no workaround exists. Celebrate Drupal will use continuous efforts per agreed-upon SLA, with appropriate escalation to Senior Management, to provide a resolution for any P1 problem as soon as is commercially reasonable.

Priority 2 (P2) – A problem within the Drupal Software where the client’s system is functioning but in a reduced capacity, or the problem is causing significant impact to portions of the client’s business operations and productivity, or the software is exposed to potential loss or interruption of service. Celebrate Drupal will use reasonable efforts per agreed upon SLA to provide a resolution for any P2 problem as soon as is commercially reasonable.

Priority 3 (P3) – A medium-to-low-impact problem within the Drupal software that involves partial and/or non-critical loss of functionality, or that impairs some operations but allows the client’s operations to continue to function. Problems for which there is limited or no loss of functionality or impact to the site’s operation and for which there is an easy workaround qualify as P3. Celebrate Drupal will use reasonable efforts to provide a resolution for any P3 problem in time for the next minor release of the software.