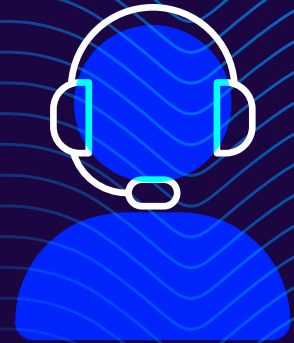


# VALIMAIL CUSTOMER SUPPORT AND VALICARE PROGRAMS



Maximize your email deliverability and authentication through Valimail's hands-on customer support along with our paid customer care program, ValiCare. Our refreshed outlook on the customer experience will highlight the significance of providing quality post-sales support and assistance, ensuring measurable and scalable customer satisfaction, retention and growth.

## BASIC SUPPORT

All paying customers are entitled to and have access to our Basic support

### What's Included

Support through multiple channels:

- ⌘ [Valimail Support Portal](#)
- ⌘ [In-app Support](#)
- ⌘ Email Support: [support@valimail.com](mailto:support@valimail.com)

Support Working Hours/Days:

- ⌘ Business Hours, M-F 6am-6pm PT Excluding holidays

### Service Level Agreement

- **P1 (Urgent) Incident Response**  
**Time:** 24 Business Hours
- **P2 (High/Medium) Incident Response Time:**  
24 Business Hours
- **P3 (Low) Incident Response**  
**Time:** 24 Business Hours

## VALICARE

Paid support offering for Mid-Market Customers

### What's Included

Everything in Basic, Plus:

- ⌘ Comprehensive onboarding for your domains
- ⌘ Monthly project plan calls
- ⌘ Annual product roadmap session
- ⌘ 24/7 support with priority routing

### Service Level Agreement

- **P1 (Urgent) Incident Response**  
**Time:** 1 Business Hour
- **P2 (High/Medium) Incident Response Time:**  
4 Business Hours
- **P3 (Low) Incident Response**  
**Time:** 24 Business Hours

## VALICARE+

Our most comprehensive paid support offering for our Enterprise and Strategic Customers

### What's Included

Everything in ValiCare, Plus:

- ⌘ Dedicated Technical Account Manager
- ⌘ Quarterly business reviews
- ⌘ Private beta access
- ⌘ Strategic project feedback sessions
- ⌘ Knowledge transfer and training for new stakeholders
- ⌘ Executive sponsorship

### Service Level Agreement

- **P1 (Urgent) Incident Response**  
**Time:** 1 Business Hour
- **P2 (High/Medium) Incident Response Time:**  
4 Business Hours
- **P3 (Low) Incident Response**  
**Time:** 24 Business Hours