



Cloud Support Pricing

1. Introduction

Welcome to Causality Cloud Support Services. Our support offerings are designed to help you maximize the value of your cloud investments by providing expert assistance, proactive monitoring, and timely resolution of issues.

2. Support Plans

Basic Plan

- **Description:** Entry-level plan suitable for small businesses with limited support needs.
- **Features:**
 - Email support during business hours.
 - Access to knowledge base and self-service resources.
- **Price:** £50 per user per month

Standard Plan

- **Description:** Standard plan suitable for businesses with moderate support needs.
- **Features:**
 - Email and phone support during business hours.
 - Ticket tracking and management.
 - Basic troubleshooting and issue resolution.
- **Price:** £75 per user per month

Premium Plan

- **Description:** Premium plan offering comprehensive support for businesses with advanced needs.
- **Features:**
 - 24/7 email, phone, and chat support.
 - Expedited response and resolution times.
 - Remote desktop support and troubleshooting.
- **Price:** £100 per user per month

Consulting Services

- **Description:** Expert consulting services to help with architecture design, migration, optimization, and more.
- **Features:**
 - Assessment and planning workshops.
 - Implementation guidance and best practices.
 - Performance tuning and cost optimization.
- **Cost:** Custom pricing based on project scope and duration

4. Terms and Conditions

- All prices are in USD and subject to change without notice.
- Monthly subscriptions require a minimum commitment period of 12 months.
- Custom support plans and consulting services are subject to separate agreements and pricing.
- Taxes and fees may apply, depending on the customer's location and applicable regulations.



5. How to Get Started

To subscribe to a support plan or inquire about custom services, please contact our sales team at simon.dowdall@causality.it