Support Terms

	Instructure Community Self Support	Basic Administrator Support	Enhanced Administrator Support 24X7	Designated Support Point of Contact
Support Channels	n/a	Email	Email, Phone, Chat	Email
Support Team	n/a	Administrator access to pool of experienced resources. End users are supported by the institution/school.	Administrator access to pool of experienced resources. End users are supported by the institution/school.	Administrator access to Named Expert Point of Contact. End users are supported by the institution/school.
Availability	n/a	6a-6p Local	24X7	Aligned to Customer Preference
Response Time Targets (80% achievement)	Not Included	48 hours to initial response	12 hours to initial response via email, best effort phone and chat	Same Day
Escalation Management	Not Included	Pooled escalation management	Pooled escalation management	Designated expert escalation management
Proactive Technical & Operational Support	Not Included	Not Included	Not Included	Roadmap reviews, Release preparation & review Knowledge transfer

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				Event monitoring (limited)
Event Management (outage notifications)	Not Included	Available	Available	Available
Languages Supported	English, Spanish	English, Spanish, French Canadian, Portuguese	English	
Available for Canvas Products (LMS, Studio, Catalog, Credentials)	Available	Available	Available for Additional Fee	Available for Additional Fee + 24X7 Subscription
Available for Mastery Products (Mastery Connect, Mastery Item Bank, Mastery View Formative & Predictive Assessments)	Available	Available	Available for Additional Fee	Available for Additional Fee + 24X7 Subscription
Available for Impact	Available	Available	Available for Additional Fee	Available for Additional Fee + 24X7 Subscription
Available for Learn Platform	Available	Available	Available for Additional Fee	Available for Additional Fee + 24X7 Subscription

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Available for Elevate Data Quality	Available	Available	Available for Additional Fee	Available for Additional Fee + 24X7 Subscription