

# Acronis

#CyberFit

# Acronis #CyberFit Platform Program Support Package



Dual headquarters  
in Switzerland and Singapore

# Acronis Cyber Cloud Support Response Targets

## Production Incidents Response Targets

Severity	Response Time				Target Investigation Time **
	Evaluation	Basic	Gold	Platinum	
Sev. 0*	n/a	1 hour			1 day
Sev. A	24 hours	4 hours	4 hours	1 hour	1 day
Sev. B	24 hours	6 hours	6 hours	6 hours	2 days
Sev. C	24 hours	8 hours	8 hours	8 hours	3 days
Sev. D	24 hours	24 hours	24 hours	24 hours	n/a

\* This severity level is applicable to Acronis Cyber Disaster Recovery Cloud incidents only.

\*\* Time to locate a fix, temporary workaround, or recognize that additional investigation is required.

<https://www.acronis.com/en-us/support/serviceproviderguidelines/>  
[https://go.acronis.com/SP\\_guidelines](https://go.acronis.com/SP_guidelines)



# Acronis Cyber Foundation

Building a more knowledgeable future

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AND PROTECT  
KNOWLEDGE WITH US!**

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