**New OSP infra support Monthly basis**

**Description and charges each types of support**

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| **Description** | **Response Time** | **Resolution Time** | **Support cost** |
| 9:00 am – 6:00 pm local time | 45 minutes | 6 hours | $580 USD |
| 9:00 am – 12:00 am local time | $1550 USD |

\*\*Only Monday to Friday will be considered as working days. There will be no support availability on Saturday and Sunday.

\*\*Infra connectivity should be accessible remotely via public IP directory or via VPN whichever is available.

\*\*\*No additional configurations is covered, it will be charged separately.