Support SLA & Response Times

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Support Channels

• Email: support@clearpath.io
• Chat: Available in-app (9 AM - 6 PM EST, Mon-Fri)
• Help Center: help.clearpath.io
• Community Forum: community.clearpath.io

Response Time SLAs

Priority	Free	Pro	Enterprise
Critical (service down)	Best effort	4 hours	1 hour
High (major feature broken)	Best effort	8 hours	4 hours
Medium (minor issue)	48 hours	24 hours	8 hours
Low (question, request)	72 hours	48 hours	24 hours

Enterprise Support

Enterprise customers get 24/7 support via phone, email, and chat. Dedicated account manager. Quarterly business reviews. Custom onboarding and training.