

# Service Level Agreement Packages

Each Service Level Agreement (SLA) ensures dedicated support with the same contact person from GreenDelta GmbH.

Email to a specific support address when you have an issue. Tickets are managed in a professional ticketing system. Organise a web meeting for deeper issues you are having, or ask for modeller support. Responses and support will be provided by qualified LCA modeler/developer experts from GreenDelta.

Support type	Details	Cost (EUR)
Modeler, package S	10h modeler support & 10 tickets	5,500
Modeler, package L	20h modeler support & 20 tickets	8,700
Developer, package S	10h modeler support & 10 tickets	7,250
Developer, package L	20h modeler support & 20 tickets	12,000
Modeler help	1 day	950
Developer help	1 day	1,200

All email tickets are responded within 2 working days (in Germany) of the sent email.

Support hour to be scheduled within 2 working days (in Germany) of the sent email.

Contact [gd@greendelta.com](mailto:gd@greendelta.com) to define the SLA that is right for you.

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