



Support Packages

6th December 2023

Support Packages

We understand that some businesses work with stable, repeatable setups, while others require greater flexibility to adapt to change. Both packages ensure dependable support, while our enhanced package provides added flexibility and services.

Our support packages are further supported by our menu of additional services, so you can customise your package to your specific needs.

Disguise Core Support

Core support is included with all software and hardware purchases and provides access to our global support team for troubleshooting, updates, and guidance on Disguise products.

Disguise Enhanced Support

Our Enhanced Support package includes all the benefits of Core Support with added flexibility and extended services to support your changing production needs. Ideal for specific installations, touring gigs, or complex shows and high stakes environments.

Core Support



	Core Support
Response Times Urgent Issues	< 8 Hours Mon-Sun
Non Urgent Issues	Monday-Friday
Contact Support By	Email
Dedicated Slack Channel	☐
On-Site Days (Flexi Days Support or Training)	☐
Cloud Licenses	☐
Designer Pro Licenses	☐
24/7 Support 365 Days - Urgent Show Critical Issues	☒
Support Portal Access	☒

Key



Available on demand (\$)



Included

Enhanced Support



	Enhanced Support
Response Times Urgent Issues	< 1 Hour Mon-Sun
Non Urgent Issues	Monday-Sunday
Contact Support By	Email/Phone/Slack
72 Hour Next Steps Resolution (case review: workaround or escalation)	☒
Quarterly Support Catch-up with Customer Excellence Representative	☒
1st Line Third Party Hardware Assistance for Disguise Installs	☐
Dedicated Slack Channel	☒
On-Site Days (Flexi Days Support or Training)	☒
Cloud Licenses	☒
Designer Pro Licenses	☒
24/7 Support 365 Days - Urgent Show Critical Issues	☒
Support Portal Access	☒

Key	
☐	Available on demand (\$)
☒	Included

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On-Site Days (Flexi Days Support or Training)	☐	☒
Cloud Licenses	☐	☒
Designer Pro Licenses	☐	☒
24/7 Support 365 Days - Urgent Show Critical Issues	☒	☒
Support Portal Access	☒	☒

Key	
☐	Unavailable
☐	Available on demand (\$)
☒	Included