

# Avalara Support Level: **HIGHLIGHTS**

## Standard

Free

Support	<b>Hours:</b> 8am - 5pm / Mon-Fri <b>Response:</b> 24 hrs
Installation	Self-install. Customer Support available if there are issues
Implementation Support	Self-Serve path

## Professional

\$1,995

Support	<b>Hours:</b> 8am - 9pm / Mon-Fri <b>Response:</b> 8 hrs
Installation	Avalara, if connector owned by Avalara, otherwise OEM Partner
Implementation Support	Customer assisted implementation. GoLive Consultants provide guided support as required. ⌚ Available 30 days from purchase or customer's stated start date specified at time of sale.
Additional Benefits	<ul style="list-style-type: none"><li>✓ Discounts on Sandbox account</li><li>✓ One (1) complimentary Avalara University course (1 attendee, scheduled online classroom training)</li></ul>

## Business

\$7,995

Support	<b>Hours:</b> 24/7 <b>Response:</b> 4 hrs
Installation	Avalara, if connector owned by Avalara, otherwise OEM Partner
Implementation Support	Customer assisted implementation. GoLive Consultants provide guided support as required. ⌚ Available 90 days from purchase or customer's stated start date specified at time of sale.
Additional Benefits	<ul style="list-style-type: none"><li>✓ Discounts on Sandbox account</li><li>✓ Two (2) complimentary Avalara University courses (2 attendees, scheduled online classroom training)</li></ul>

## Enterprise

\$15,995

Support	<b>Hours:</b> 24/7 <b>Response:</b> 1 hr
Installation	Avalara, if connector owned by Avalara, otherwise OEM Partner
Implementation Support	Customer assisted implementation. GoLive Consultants provide guided support as required. ⌚ Available for during subscription period, until customer is live.
Additional Benefits	<ul style="list-style-type: none"><li>✓ Technical Account Manager</li><li>✓ Free Sandbox account</li><li>✓ Two (2) complimentary Avalara University courses (2 attendees, scheduled online classroom training)</li><li>✓ One (1) complimentary course for 1 attendee in private online classroom training</li></ul>