

# Mergado VIP Support

## Standard support includes:

- Technical and billing support via **email**
- Availability **weekdays 9-16 CET/CEST**
- **Response time within 24 hours**

## What you get over and above standard support:

- Dedicated account manager
- **Live chat** with up to 2 hour response time, weekdays 9-16 CET
- **2 hours per month** including
  - Regular scheduled online meeting
  - Ongoing review and analysis of the technical status of client feeds
  - Feed optimization suggestions
  - Creation of new projects as requested
- Possibility to **order additional hours** as needed, see price list

## Price list

- **250 EUR/month**
- Each additional hour over 2h: **150 EUR/h**