Zoho DataPrep - Support Plans

FEATURES	BASIC Free	CLASSIC Free	PREMIUM 20% of License fee Register Here
SERVICES			
Knowledge base	✅	✅	✅
Community forum	✅	✅	✅
Email support	✅	✅	✅
Customer portal	✅	✅	✅
Toll-free support	-	8 hours x 5 days	24 hours x 5 days
Remote assistance	-	✅	✅
Escalation contact number	-	-	✅
Features update call	-	-	Once a quarter
First response time	48 hours	24 hours	8 hours
ELIGIBILITY			
Based on edition	Free edition	All paid plans	Standard plan (above 10M rows) & Enterprise plan
Based on subscription period	-	Annual or Monthly	Annual