



L1 Continuous Support Services

12 Hour Phone/Email Support 8:00 am to 8:00 pm EST Monday to Friday
24 Hour Emergency Support ^{1,2}
Guaranteed Access to Senior Consultants
One Clock Hour Response Time on Severity 1
Toll Free Access
Remote Support Assistance
After Hours pre-arranged non-emergency assistance ²
RJR retains Current DB copy
Dedicated Technical Account Manager (TAM)
Minimum Monthly Follow-up Support Calls by TAM
Bilingual Support (French)
Quarterly newsletters sent via email
RJR Self Service Access
RJR Knowledge Base Access
Out of the Box Report Troubleshooting
Custom Report Troubleshooting
Report Creation Assistance
Patch Support

For additional information, Please contact RJR Innovations

1. Business Hours are Monday to Friday 8:00am to 8:00pm EST (Excluding Canadian Statutory Holidays)
2. Severity 1 Issues.





Severity Level	Severity Criteria
1	<p>Critical Service Impact Issue critically affects the primary business service, major application, or mission critical system. Customer resources should be available to work on a 24x7 basis with BMC to resolve the issue. Characteristics of a Severity 1 issue include:</p> <ul style="list-style-type: none"> • Business service is not operational • Production system crashes • Data integrity at risk • Production backup and recovery operations fail.
2	<p>Significant Service or Implementation Impact The business service, major application, or system is seriously affected or implementation stopped. No acceptable workaround is available.</p>
3	<p>Moderate Service Impact The business service, major application, or system is moderately impacted, no data has been lost, and the business service, application, or system is still functioning. The issue may be temporarily circumvented using an available workaround.</p>
4	<p>No Service Impact Non-critical issues, general questions, enhancement requests, or documentation issues</p>

Customer Support Services	Hours of Operation	Initial Response Goals
RJR L1 Fast-Track Support Phone and Email Submission	0800- 2000EST 12 Hours X 5 Days (Excludes Canadian published holidays)	S1 = 1 Business Hour S2 = 4 Business Hours S3 = 8 Business Hours S4 = 12 Business Hours
RJR L1 Continuous Support Phone and Email Submission	Continuous Hours 24 Hours x 7 Days (Includes published holidays)	S1 = 1 Clock Hour S2 = 4 Business Hours S3 = 8 Business Hours S4 = 12 Business Hours

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