



Value Added Support Services

	Value Added	Extended ¹
12 Hour Phone/Email Support 8:00 am to 8:00 pm EST Monday to Friday		✓
8 Hour Phone/Email Support 9:00 a.m. to 5:00 p.m. EST Monday to Friday	✓	N/A
24 Hour Emergency Support ^{2,3}		✓
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 pricing and additional information, Please contact RJR Innovations

1. RJR Extended Support is an option available with your existing product Maintenance Renewal.
2. Business Hours are Monday to Friday 8:00a.m. to 8:00p.m. EST (excluding Canadian Statutory Holidays).
3. 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 Value Added Support Email Submission only	0900-1700 EST 8 Hours x 5 Days (Excludes Canadian published holidays)	N/A
RJRExtended 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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1. Business Hours are Monday to Friday 8:00 a.m. to 8:00 p.m. EST (excluding Canadian Statutory Holidays).
2. Severity 1 Issues.
3. One Clock Hour Response Time on Severity 1 issues from 9:00 a.m. to 5:00 p.m.

