



## Support Packages

	Value-Added	Standard	Premium
Bilingual support (English/French)	✓	✓	✓
8-hour email-only support <sup>1</sup>	✓		
12-hour support <sup>2</sup>		✓	✓
Service level agreements		✓	✓
Remote support assistance		✓	✓
RJR retains current database copy		✓	✓
RJR knowledge base access		✓	✓
RJR self service access		✓	✓
24/7/365 emergency support for priority 1 issues			✓
Guaranteed access to senior consultants			✓
After-hours pre-arranged non-emergency assistance			✓

<sup>1</sup> Monday to Friday 8am to 4pm EST excluding Canadian statutory holidays\*

<sup>2</sup> Monday to Friday 8am to 8pm EST excluding Canadian statutory holidays\*

## Premium Package

Priority	Criteria	Response	Resolution	Support Hours <sup>1</sup>
1	Production system outage	1 Clock Hour	4 Clock Hours	Monday to Friday 8am to 8pm EST
2	System-wide performance degradation	1 Business Hour	4 Business Hours	Monday to Friday 8am to 8pm EST
3	Major performance degradation	1 Business Hour	4 Business Hours	Monday to Friday 8am to 8pm EST
4	Partial performance degradation	2 Business Hours	16 Business Hours	Monday to Friday 8am to 8pm EST
5	Minor performance degradation	4 Business Hours	40 Business Hours	Monday to Friday 8am to 8pm EST
6	Information Request	4 Business Hours	80 Business Hours	Monday to Friday 8am to 8pm EST

<sup>1</sup> Excludes Canadian Statutory Holidays\*





## Standard Package

Priority	Criteria	Response	Resolution	Support Hours <sup>1</sup>
1	Production system outage	1 Business Hour	4 Business Hours	Monday to Friday 8am to 8pm EST
2	System-wide performance degradation	1 Business Hour	4 Business Hours	Monday to Friday 8am to 8pm EST
3	Major performance degradation	2 Business Hours	8 Business Hours	Monday to Friday 8am to 8pm EST
4	Partial performance degradation	2 Business Hours	16 Business Hours	Monday to Friday 8am to 8pm EST
5	Minor performance degradation	4 Business Hours	40 Business Hours	Monday to Friday 8am to 8pm EST
6	Information Request	4 Business Hours	80 Business Hours	Monday to Friday 8am to 8pm EST

<sup>1</sup> Excludes Canadian Statutory Holidays\*

## Value-Added Package

Priority	Criteria	Response	Resolution	Support Hours <sup>1</sup>
1	Production system outage	N/A	N/A	Monday to Friday 8am to 8pm EST
2	System-wide performance degradation	N/A	N/A	Monday to Friday 8am to 8pm EST
3	Major performance degradation	N/A	N/A	Monday to Friday 8am to 8pm EST
4	Partial performance degradation	N/A	N/A	Monday to Friday 8am to 8pm EST
5	Minor performance degradation	N/A	N/A	Monday to Friday 8am to 8pm EST
6	Information Request	N/A	N/A	Monday to Friday 8am to 8pm EST

<sup>1</sup> Excludes Canadian Statutory Holidays\*

\* New Year's Day: Friday, January 1<sup>st</sup>, 2021  
 Family Day: Monday, February 15<sup>th</sup>, 2021  
 Good Friday: Friday, April 2<sup>nd</sup>, 2021  
 Victoria Day: Monday, May 24<sup>th</sup>, 2021  
 Canada Day: Thursday, July 1<sup>st</sup>, 2021  
 Civic Holiday: Monday, August 2<sup>nd</sup>, 2021  
 Labour Day: Monday, September 6<sup>th</sup>, 2021  
 Thanksgiving Day: Monday, October 11<sup>th</sup>, 2021  
 Christmas Day: Saturday, December 25<sup>th</sup>, 2021  
 Boxing Day: Sunday, December 26<sup>th</sup>, 2021

