

Licensees and RAI representatives can request support by contacting RAI at the phone numbers shown above or, preferably, submit a problem report at <http://etr.relarc.com/>

Requesters of support should provide the following information:

- Licensee name and location
- Caller's name , Phone number , Email address , Fax number (optional)
- Severity Code – as described below
- Product Name, Version, Release and Modification level
- Problem description

Problem Severity Levels

The following severity codes determine how RAI Support characterizes problems and sets goals for providing an initial response to the customer. These response goals do not describe actual resolution times for problems which will vary according to circumstances.

Severity 1 – Critical – Production failure

Severity 1 applies to a major failure in the production environment which critically impacts the Licensee's ability to do business. No workarounds are available and licensee data may be corrupted or lost.

Severity 1 requires a total commitment by RAI, the licensee and any other vendor(s) involved to resolve the problem. Licensee and vendor resources must be available on a 24x7 basis to work on the problem until the severity is reduced or the problem is resolved. The respective management groups are responsible for assigning personnel. Severity 1 is to be used very sparingly as it imposes a significant burden on all parties involved.

NOTE: Severity 1 problems should be reported by phone and acknowledged by RAI Support. Severity 1 problems reported outside of standard North American business hours *must* include a phone call to RAI Support.

Initial Response Time Goal:

During normal North American business hours, the licensee will be immediately connected to a support analyst. Outside these hours, RAI Support will respond within 1 hour.

Resolution Goal:

Upon confirmation of receipt, RAI will begin continuous work on the problem. A customer resource and those of any other vendor(s) involved must be available at all times to assist with problem determination. RAI will make its best effort to provide a workaround or fix within 72 hours, once the problem is reproducible and RAI identifies the product defect.

Severity 2 – High Priority – Major Problem

Severity 2 applies to a problem with moderate to significant business impact in which the use of a software component is restricted. A workaround may exist but is cumbersome to use. Licensee resources should be made available to work with RAI to diagnose and correct the problem.

NOTE: Severity 2 is the level associated with most open problems, with support provided during normal RAI business hours.

Initial Response Time Goal: Within 4 business hours

Resolution Goal: RAI will make its best effort to provide a workaround or fix within 7 business days, once the problem is reproducible.

Severity 3 – Medium Priority – Minor Problem

Severity 3 applies to non-critical problems that result in restricted function or a minor impact on performance. A convenient workaround exists. No data has been lost or corrupted.

Initial Response Time Goal: Within 8 business hours

Resolution Goal: RAI will make its best effort to provide a workaround or fix within 10 business days, once the problem is reproducible.

Severity 4 – Low Priority

Severity 4 applies to problems with only minimal impact as well as to non-critical issues such as usage questions, enhancement requests or documentation errors.

Initial Response Time Goal: Within 24 business hours

Resolution Goal: Resolution of the problem may appear in a future release of the software, if agreed to by RAI

NOTE: Cases submitted through e-mail or fax have a default severity code of 3 - Medium. This severity code can only be adjusted upward by communications with RAI Support.

Priority Management and Escalation Process

Once a problem report is opened and assigned a priority, licensees may find a problem's impact on the organization is greater than or less than originally determined. If the impact is greater than expected, licensees may request that a problem's severity be increased and its priority escalated, simply by explaining the reason for the modification. Similarly, the severity of a problem initially reported as high should be reduced if the licensee subsequently determines the problem's impact is lower, perhaps due to a temporary workaround becoming available or a change in the software environment.