RF Code Service Support Policy

Phone Support	8AM to 5PM CST (Monday-Friday) (excluding company holidays)
Support Phone	(866) 830-4578
Support Email	support@rfcode.com
Maintenance, Response and Resolution Time	Service maintenance, which includes maintenance releases, enhancements, new versions, additions, and modifications to the Service, that it provides to all other customers under support for no additional fee. **Bug fixes** to bring the Service into substantial conformance with its then-current user guide. **Response time** in accordance with the chart below. Resolution Process for Issues of Severity Levels 1 and 2: (1) Support case opened (2) RF Code engineering to determine and correct the error (3) Periodic reports on the status of the correction (4) Initiate work to correct the error **Scheduled Outages** are usually scheduled during business days and customers are usually notified via email notification.

RESPONSE TIME CHART

SEVERITY	DEFINITION	RESPONSE GOAL	DETAILS
Severity 1	**System Down:** Service substantially fails to perform.	1 business hour or less	(1) Support case opened (2) RF Code engineering to determine and correct the error (3) Periodic reports on the status of the correction (4) Initiate work to correct the error
Severity 2	**Major System Issue:** Substantial degradation in performance of the Service.	2 business hours or less	(1) Support case opened (2) RF Code engineering to determine and correct the error (3) Periodic reports on the status of the correction (4) Initiate work to correct the error.
Severity 3	**Minor System Issue:** Minimal-to-no impact on the availability or performance of the Service.	1 day or less	(1) Support case opened (2) RF Code support to review and determine best solution path
Severity 4	**General Question**	2 business days of less	(1) Resolution determined on a case-by-case basis