

DigiCare Escalation Policy

This policy is incorporated into our Master Services Agreement and describes Digica's policies with regards to the use of its Services. Should Digica receive a complaint about a Customer, Digica may view Customer Content to ensure compliance with this policy.

Application of this policy involves an element of discretion, and Digica reserves the right to prohibit particular Content and the use of our Services for a particular use.

Requesting Regular Service Assistance or Service from Help Desk

All DigiCare customers can access Assistance or Service for any DigiCare solution from the DigiCare Help Desk. The Help Desk can be accessed in the following ways:

Phone	Toll Free	1 877 DIGICA 3
	Direct	1 647 723 9310
Voice Mail	Leave a message on the Help Desk voice mail.	
Email	Send a message with contract information and a detailed description of the request for service to support@digica.ca	
Online	DigiCare Online Submission Tool (coming soon)	
Fax	Service Fax	647 723 9310

All support requests are deemed received once a Support Ticket is issued to the customer. Support Tickets via email are automated by Digica's systems, and any Service Level the customer has will begin at the time in which a Support Ticket # is issued.

Customer acknowledges that all service requests are billable, regardless of the service performed, and that minimum billable amounts may be applicable. If Customer Schedule has provisions that allow certain types of transactions at flat fees or at no additional charge, billing will be processed as per the Schedule's provisions.

Hours of Operation

Digica offers extended support hours for our DigiCare customers at no additional charge above and beyond our normal Help Desk support offering. For Digica's standard hours of operation, please refer to www.Digica.ca/go/policies. All DigiCare contracts have a standard 4 Business Hour Response guarantee. Individual DCSRF Schedules can have enhanced Response Time guarantees. Please refer to your particular contracts to determine your Response Time guarantee for each DigiCare contract.

DigiCare Contract Holders can obtain access to the Help Desk and/or Reactive Support Services 24 Hours a Day, 7 Days a Week, 365 Days per Year. Whether your inquiry will be billable is dictated by your DigiCare Contract. If you do require Emergency Reactive Services outside of your standard DigiCare contract, please provide the authorization when making your original request so that the Reactive Support Team will know to commence support immediately rather than what we have agreed to and you are paying for.

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Administration, Accounting, and Human Resources

Monday to Friday

9:30 AM to 4:30 PM Eastern Time

Sales and Marketing

Monday to Friday

9:00 AM to 5:30 PM Eastern Time

Service Help Desk

Monday to Friday

8:30 AM to 5:30 PM Eastern Time

Escalation Policy

To continue to improve the quality of service, Digica Executives will be proactive in monitoring established performance indicators and may seek Customer feedback through follow-up questionnaires.

ANY negative feedback, request for Escalation, or complaints concerning incidents will be reviewed by the Director of Service, Director of Sales, and/or the President of Digica, and appropriate action will be taken.

Please include all relevant information to your escalation, including the Service(s) affected, the DigiCare Help Desk agent Customer interacted with, any Support Ticket numbers, and Reason for Escalation. Digica executives will respond to Customer Escalations with 4 business hours of the Escalation. All information received related to Escalations are kept confidential, and become the property of Digica.

Escalation Procedures

The preferred method for all Escalations is via email to

executives@digica.ca

Escalations sent via email will ensure the quickest response from a Digica Executive as the email is sent to all of the following individuals:

- President
- Director of Service
- Director of Sales
- All Vice Presidents

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If email is not an option, you may escalate by contacting one of the following Executives via telephone or fax:

Gary McNally
President
(647) 723 9291

Christopher Stock
Director of Service
(647) 723 9292

Joe Ussia
Director of Sales
(647) 723 9301

*Note: the phone numbers above are both telephone and direct fax numbers. If the matter is of utmost urgency, please leave a voicemail and attempt calling another Executive until you have left a voice message for all three Executives. One of the Executives will engage as per this policy and respond once all information has been gathered.