

DigiCare Support Request 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 Assistance or Service**

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.

DigiCare Support Request Policy

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

• **Ticket Issuing Processes**

There are several ways in which customers can request support, based on comfort, preference, and customer's services availability. The following section provides an overview of what each method involves.

1. Telephone and Voicemail

A DigiCare Customer that calls the Help Desk will have the phone call answered as soon as the first person is available. If all Help Desk agents are on other calls, the customer may briefly wait in call queue. The caller may choose to leave a voicemail instead of waiting, and the next available agent will respond to the voicemail as quickly as possible.

DigiCare customers may be provided a DigiCare Identification Number (DCIN) to prioritize their call. This feature is not available on all DigiCare contracts. If you have a DCIN, it is recommended that you enter it any time you call in to obtain queue priority. Your DCIN is mandatory for Critical SLA levels to be honoured, and failure to use the DCIN may result in Customer forfeiting the Critical SLA terms and conditions.

The DigiCare Help Desk will provide you with a Ticket Number when calling in once troubleshooting or service is required. This enables the Customer to track Service Level performance, as well as a historical knowledge base of issues that may be reoccurring.

2. Email

The most efficient method of requesting a support ticket is via email (when email and internet services are available). When sending a request via email, you will be issued a ticket immediately by the automated system, and you can track the progress via the online portal (coming soon). This also ensures that the information you are providing is accurate (for example, IP Addresses, model and serial # of the problematic device, etc).

When sending an email request, please ensure that the requestor has been identified in Digica's systems so that the request can be efficiently assigned to your account within Digica's system, and as such, deliver the services Customer is requesting more efficiently.

DigiCare Support Request Policy

Customer shall receive a response from Digica acknowledging receipt of the request with a ticket number for reference purposes.

3. Fax

Any service requests that are submitted by fax must be sent directly to the Service Fax number. Service requests sent to any other fax number will not be bound by any Service Level Agreement provisions.

- **Call Priority Levels**

There are FIVE different Priority Levels that can be assigned to a ticket. The Priority Level of an Incident is determined by the Help Desk personnel based on the levels of Ugency and Impact.

The following table describes the Priority Levels assigned to requests for support resolution, and services with associated Response Time commitments.

Priority Level	Standard Response Time
0 (Major)	4 Business Hours
1 (Critical)	4 Business Hours
2 (Medium)	8 Business Hours
3 (Standard)	8 Business Hours
4 (Scheduled)	As Scheduled

Customer Schedules may contain enhanced Service Levels which provide Customer lower response times. The Standard Response Time is the amount of time that Digica will respond to a customer’s inquiry and begin troubleshooting. It does not reflect any resolve guarentees. Digica does not provide customers any Resolve Guarentees whatsoever.

4. Priority Zero Calls (Major)

All calls that are determined to be Priority Zeros are considered Major and must be communicated as such in the initial Service Request. Customer must use discretion when stating that a matter is Major. All DigiCare customers are given two grace false Major calls per month. Any additional false Major requests will be billed to the customer at a rate of \$250.00 per incident plus taxes.

The type of calls that are considered Priority Zero – Major would be incident impeding the fundamental operations of a significant portion of the Customer. Major calls are prioritized in the service queue and dealt with as soon as the next Help Desk agent is available.

Examples of Priority Zero – Major calls are:

- Network Outage affecting more than 50% of the Customer;
- Communications Systems (email or voice) not responding for more than 50% of the Customer;
- Internet Services provided by Digica are not functioning;

DigiCare Support Request Policy

If the DigiCare Help Desk identifies the problem prior to Customer notifying Digica, an agent will communicate with Customer via phone, email or fax that the Help Desk is aware of the Priority Zero – Major incident, and what the course of action to Cure the incident will be. The agent cannot guarantee the resolution time, but *may* provide Customer with an estimated time for Cure if available.

Digica will communicate with Customer at least once every four business hours with status updates if the incident will take more than one business day to Cure.

5. Priority One Calls (Critical)

All calls determined to be Priority One will be considered Critical and must be communicated as such in the initial Service Request. Customer must use discretion when stating that a matter is Critical. All DigiCare customers are given five grace false Critical calls per month. Any additional false Critical requests will be billed to the customer at a rate of \$250.00 per incident plus taxes.

The type of calls that are considered Priority One – Critical would be incidents impairing the basic operations of Customer. Priority One – Critical calls are prioritized in the service queue and dealt with as soon as the next Help Desk agent is available, only after all Priority Zero – Major calls are responded to.

Examples of Priority One – Critical calls are:

- Users cannot log into the domain
- Server unavailable
- User cannot VPN into network
- A user cannot access email

If the DigiCare Help Desk identifies the problem prior to Customer notifying Digica, an agent will communicate with Customer via phone, email or fax that the Help Desk is aware of the Priority One – Critical incident, and what the course of action to Cure the incident will be. The agent cannot guarantee the resolution time, but *may* provide Customer with an estimated time for Cure if available.

Digica will communicate with Customer at least once per business day with status updates if the incident will take more than one business day to Cure.

6. Priority Two Calls (Medium)

All calls determined to be Priority Two will be considered Medium and must be communicated as such in the initial Service Request.

The type of calls that are considered Priority Two – Medium would be incidents impeding work, impacting one or a few people. Priority Two – Medium calls are prioritized in the service queue and dealt with as soon as the next Help Desk agent is available, only after all Priority Zero – Major and Priority One – Critical calls are responded to.

DigiCare Support Request Policy

Examples of Priority Two – Medium calls are:

- One or more necessary applications will not work for one or a few people
- Network connectivity for a single computer is down
- A personal or department printer is down

If the DigiCare Help Desk identifies the problem prior to Customer notifying Digica, an agent will communicate with Customer via phone, email or fax that the Help Desk is aware of the Priority Two – Medium incident, and what the course of action to Cure the incident will be. The agent cannot guarantee the resolution time, but *may* provide Customer with an estimated time for Cure if available.

Digica will communicate with Customer at least once for every 3 business days (or twice a week) with status updates if the incident will take more than one business day to Cure.

7. Priority Three Calls (Standard)

All calls determined to be Priority Three will be considered Standard and must be communicated as such in the initial Service Request.

The type of calls that are considered Priority Three – Standard would be incidents impeding work, impacting one person. Priority Three – Standard calls are prioritized in the service queue and dealt with as soon as the next Help Desk agent is available, only after all Priority Zero – Major, Priority One – Critical, and Priority Two – Medium calls are responded to.

Examples of Priority Three – Standard calls are:

- Email, Internet, or Network is slow
- A specific application on a single station is not working
- Printer requires a toner replacement
- A user cannot print to a specific printer
- Anything else that cannot be classified in Priority Zero, One, or Two levels.

If the DigiCare Help Desk identifies the problem prior to Customer notifying Digica, an agent will communicate with Customer via phone, email or fax that the Help Desk is aware of the Priority Three – Standard incident, and what the course of action to Cure the incident will be. The agent cannot guarantee the resolution time, but *may* provide Customer with an estimated time for Cure if available.

Digica will communicate with Customer at least once for every 5 business days (or once a week) with status updates if the incident will take more than one business day to Cure.

8. Priority Four Calls (Scheduled)

All calls that are determined to be Priority Four are considered Scheduled requests. This means the requestor is specifying a specific time and or date in which they will require assistance from a

DigiCare Support Request Policy

DigiCare help desk agent. Although the agents will always try to accommodate Priority Four requests, the requested date and time is not guaranteed. Customer understands that if a Priority Zero, One, Two or Three support request is made by Customer (or other DigiCare Customers), and there are no agents available to assist Customer, the Priority Four request may be rescheduled. Customer understands that rescheduling may occur at the last minute, and both the DigiCare Help Desk agent and Customer will reschedule to another date and time that is mutually convenient.

The type of calls that are considered a Priority Four – Scheduled request would be incidents that do not require immediate attention, and may require time for planning. Examples of Priority Four – Scheduled calls would be:

- Customer requests non-essential assistance without time constraints;
- Incident is cosmetic in nature and does not impede work output.

9. Exceptions

Due to the volume of calls that may occur from time to time, Customer understands that there may be times in which response time is longer than normal. DigiCare Help Desk staff will inform Customer if such an exception is necessary.

All scheduled outages will be communicated to customer as per the DigiCare Maintenance Windows policy, and are exempt.

Response Time commitments do not promise a complete resolution within the stated time frames. Every effort will be made to immediately respond to, and resolve all calls upon notification by Customer, or when the DigiCare Help Desk becomes aware of the problem by their own means, whichever comes first.

Workarounds, if available, may be offered while trying to resolve incidents.

10. Feedback and Performance Monitoring

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

Digica is serious about ensuring Customer is satisfied with the Service as per the Agreement and Schedules. Customers are strongly encouraged to provide ongoing feedback regarding DigiCare services at any time and as often as Customer wishes by responding to email surveys provided.

All information received through surveys or other methods of feedback are kept confidential, and become the property of Digica. Survey information will never be disclosed in a manner than can personally identify Customer unless it is required to do so in order to address Customer's concerns.

Customer may complete a survey at any time by going to:

DigiCare Support Request Policy

www.Digica.ca/go/digicaresurvey

or by email to

executives@digica.ca

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.