



# RPOST

## SUPPORT PLANS

RPost recommends business customers opt for one of the premier support plans for increased access and speed to the support team. The plans include access to both RMail and RSign support.

	Basic	Premium	Platinum	Enterprise
<b>Combined RMail &amp; RSign Support Plans</b>	Included	Added Cost	Added Cost	Added Cost
24x7 Service Monitoring	✓	✓	✓	✓
Online Self-Service Support & Knowledge Base	✓	✓	✓	✓
Training Videos & User Guides	✓	✓	✓	✓
RPortal Account Administrative Access	✓	✓	✓	✓
Live Shared Training Webinars	✓	✓	✓	✓
Online Support Ticketing	✓	✓	✓	✓
Case Submission Mean Time to Respond	<48 Hours	<24 Hours	<12 Hours	<6 Hours
Customer Hub with End-User Training Center		✓	✓	✓
Live Phone <sup>(2a)</sup> and Remote Access Support <sup>(2b)</sup>		✓	✓	✓
Escalated Tier 2 Support		✓	✓	✓
Branding and Design Enhancement Eligibility <sup>(3)</sup>		✓	✓	✓
Registered Receipt Investigative Support <sup>(4)</sup>			✓	✓
Assigned Customer Success Manager				✓
Proactive Monitoring of Cases				✓
Advanced Gateway/Recommends Config Support <sup>(5)</sup>				✓
Advanced App Configuration Set-up Support <sup>(6)</sup>				✓
Advanced Service Configuration Set-up Support <sup>(6)</sup>				✓
Sandbox Environment Access for API Testing				✓
RMail/RSign/RPortal Admin Certification Class (1 user)				✓

(1) Plan pricing is a percent of the service order with minimums.

(2) Included Live Phone and Live Remote Access aggregate instances per month per support plan

(3) Branding and Design Enhancement has multiple levels and requires an additional fee

(4) Included Registered Receipt Investigative Support aggregate instances per month per support plan

(5) Included RMail Gateway and Recommends custom rules scripts at onboarding, and adaptations per plan.

(6) Includes App and Service configuration support, per support plan.

Refer to your specific support plan for support costs and specific parameter limitations in (1) through (6) above.