



Raynet Support and Maintenance Plan

The Yearly Maintenance Plan Includes	Silver	Gold	Platinum
Unlimited Number of Support Requests by phone	✓	✓	✓
Automatic Notification of and Access to all Product Updates for 12 Month	✓	✓	✓
A Maintenance Plan Card Detailing all Benefits and Plan Specifics	✓	✓	✓
24x7 Access to Knowledge Base	✓	✓	✓
24x7 Access to Product Web Communities	✓	✓	✓
Sample Code, Sample Projects and White Papers	✓	✓	✓
Technical Webinars / Online Product Demonstrations	✓	✓	✓
Unlimited Web-based Requests using eService	✓	✓	✓
Critical Security Updates	✓	✓	✓
Access to Hot Fixes	✓	✓	✓
Personal Support Contact		✓	✓
Access to Priority Support Channels for Quickest Service		✓	✓
Preferred Access to Beta Programs		✓	✓
Update / Upgrade Support			✓
Health Check			✓
Support Plus			✓
TAM (Technical Account Manager)			✓
Hours of Operations ¹ Europe	from 8 am to 5 pm CET / Monday – Friday ²	from 8 am to 5 pm CET / Monday – Friday ²	from 8 am to 5 pm CET / Monday – Friday ²

Hours of Operations ¹ North America	from 8 am to 5 pm EST (EDT) / Monday – Friday ³	from 8 am to 5 pm EST (EDT) / Monday – Friday ³	from 8 am to 5 pm EST (EDT) / Monday – Friday ³
Initial Response Time	16 Business hours ⁴	Per Severity chart ⁴	Per Severity chart ⁴

Gold and Platinum Severity Chart

Severity Level	Initial Response Time
Severity 1 (Urgent)	4 business hours ⁴
Severity 2 (High)	4 business hours ⁴
Severity 3 (Normal)	8 business hours ⁴
Severity 4 (Low)	16 business hours ⁴

Severity – is defined in the following levels. This is a guideline which should help to categorize your service requests. This is used to steer our resources to the support requests where fast reaction is most needed.

Severity 1 (Urgent) – this level should be selected if the problem at hand causes the whole product to stop working, if there is a security issue, if the failure affects a large part of your environment or if the problem causes a substantial business impact.

Severity 2 (High) – this level should be selected if the reported problem causes a failure in an important module and large parts of the product aren't useable or if the problem causes a measureable business impact and is of high importance to you.

Severity 3 (Normal) – this level is for all issues that are not fitting in one of the other categories.

Severity 4 (Low) – this severity level is for all issues which are considered of low importance or which are considered "nice to know" etc. by the customer or which deemed as low priority by our development.

¹ Time where actual personnel is present in the office and working on Support Requests; also referred to as "regular business hours" or "business hours"

² Except on legal holidays of North Rhine Westphalia

³ Except on legal holidays of Florida

⁴ Only counted during regular business hours

North Rhine Westphalia – legal holidays

	2018	2019
New Year:	01.01.2018, Monday	01.01.2019, Monday
Good Friday:	30.03.2018, Friday	19.04.2019, Friday
Easter Monday:	02.04.2018, Monday	22.04.2019, Monday
Labor Day:	01.05.2018, Tuesday	01.05.2019, Wednesday
Ascension:	10.05.2018, Thursday	30.05.2019, Thursday
Whit Monday:	21.05.2018, Monday	10.06.2019, Monday
Corpus Christi:	31.05.2018, Thursday	20.06.2019, Thursday
Day of German Unity:	03.10.2018, Wednesday	03.10.2019, Thursday
All Saints' Day:	01.11.2018, Thursday	01.11.2019, Friday
Christmas:	25.12.2018, Tuesday	25.12.2019, Wednesday
St. Stephen's Day:	26.12.2018, Wednesday	26.12.2019, Thursday

Florida – legal holidays

	2018	2019
New Year's Day:	01.01.2018, Monday	01.01.2019, Tuesday
Martin Luther King Jr. Day:	15.01.2018, Monday	21.01.2019, Monday
Memorial Day:	28.05.2018, Monday	27.05.2019, Monday
Independence Day:	04.07.2018, Wednesday	04.07.2019, Thursday
Labor Day:	03.09.2018, Monday	02.09.2019, Monday
Veterans Day:	12.11.2018, Monday	11.11.2019, Monday
Thanksgiving:	22.11.2018, Thursday	28.11.2019, Thursday
Day after Thanksgiving:	23.11.2018, Friday	29.11.2019, Friday
Christmas:	25.12.2018, Tuesday	25.12.2019, Wednesday