



# Support Plans

## Support Plans for RMail™ & RSign™ Services

RPost recommends all business customers opt for a premier support plans for access to enhancements, advanced business configurations, and business risk mitigation resources; including access to assigned staff to be available for you, when you need them.

With our premier support plans, we will give you the e-sign and e-security training and attention your team needs to meet even your most obscure e-sign and e-security requirements, from a support staff that makes us proud every day, and in a (much) more affordable way.

	Basic	Premium	Platinum	Enterprise
<b>Combined RMail &amp; RSign Support Plans<sup>(1)</sup></b>	Included	10% of order*	15% of order*	20% of order*
24x7 Service Monitoring	✓	✓	✓	✓
Online Self-Service Support & Knowledge Base	✓	✓	✓	✓
Training Videos & User Guides	✓	✓	✓	✓
Online Account Administrative Access	✓	✓	✓	✓
Live Training Webinars	✓	✓	✓	✓
Online Support Ticketing	✓	✓	✓	✓
Case Submission Mean Time to Respond	<48 Hours	<24 Hours	<12 Hours	<6 Hours
Live Phone Support <sup>(2)</sup>		✓	✓	✓
Live Remote Access Support <sup>(2)</sup>		✓	✓	✓
Escalated Tier 2 Support		✓	✓	✓
Branding and Design - Eligible <sup>(3)</sup>		✓	✓	✓
RPost to Complete Security Questionnaires		✓	✓	✓
Registered Receipt™ E-Delivery Investigative Support <sup>(4)</sup>			✓	✓
Customer Success Manager – Assigned				✓
Proactive Monitoring of Cases				✓
RMail Gateway – Eligible for Advanced Configurations <sup>(3)</sup>				✓
Apps – Eligible for Advanced Configurations <sup>(3)</sup>				✓
Service – Eligible for Advanced Configurations <sup>(3)</sup>				✓
RPost to Participate in Security Assessments				✓
Sandbox - Access for Development/Testing				✓
RMail/RSign/RPortal Admin Certification Class (1 user)				✓

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

- a) \*Premium: 25/month or 250/year if pre-paid or 10% of total service order, whichever is higher
- b) \*Platinum: 50/month or 500/year if pre-paid or 15% of total service order, whichever is higher
- c) \*Enterprise: 250/month or 2500/year if pre-paid or 20% of total service order, whichever is higher

(2) Included Live Phone/Live Remote Access aggregate instances per month: Premium: 2, Platinum: 3, Enterprise 3.

(3) Eligible for enhancement, each enhancement has an additional cost.

(4) Included Registered Receipt™ E-Delivery Investigative Support instances per month: Platinum: 2, Enterprise: 3.