Website/Application Support Escalation Procedures

CONFIDENTIAL

ALL SUPPORT REQUESTS ARE TO BE SENT DIRECTLY TO:
support@rampinteractive.com

Every effort is done to ensure that all support requests are handled immediately and completed within the estimated time-frames. Some times of the year and volume of requests will effect the time-frame for completion.

Support Procedure Flow

1. Client e-mails request(s) to support@rampinteractive.com
2. Support replies to client confirming the e-mail was received, the support queue number, and any questions relating directly to the support request*****
3. The request is worked on and completed by the support team
4. Upon completion the client is e-mailed with confirmation that the request has been completed******
   - *If support does not confirm your e-mail request and issue a queue number to you within one (1) business day please resend your request to support@rampinteractive.com*
   - *If you do not receive confirmation of the completion for your request by the end of the specified time, please email support@rampinteractive.com and call (780) 487-7267.*

Escalation Procedures

Level 1
Mission Critical (Outage or Server Application Error)
Immediate Attention to a maximum of 1 Business Day

1. Support@rampinteractive.com Office: 780.487.7267
2. Jenkin – jenkin@rampinteractive.com Cell: 780.903.9034
3. Brad - brad@rampinteractive.com Cell: 780.619.5526
4. James - james@rampinteractive.com Cell: 780.983.6188

Level 2
Day to Day Update (Addition of Images, Pages, Buttons, etc.)
2 to 6 Business Days

1. Support@rampinteractive.com Office: 780.487.7267

Level 3
Major Updates that do not require immediate attention or new systems
3 to 30 Business Days
A sales representative will contact you after initial contact

1. Support@rampinteractive.com Office: 780.487.7267

Submitting a Request

When sending a server application error request please include the following information (Level 1: 1 working day)

Subject Line should include a description of error and the domain
eg. Server Error on statistics page - wwww.domain.com
Body should mention the domain and a copy of the server error (if applicable)
(Copy the entire server error and paste into the e-mail body)
eg. Bob Smith, Ice Scheduler, www.domain.com

When sending an e-mail update request please include the following (Level 2: 2-6 working days)

Subject line should include a description of update request and the domain
eg. Link update - www.domain.com
Body should mention the domain and detailed update description.
Ensure all related attachments are sent with the initial e-mail