

RAI Maintenance Options

Maintenance Features	Critical Care	Complete Care	Standard Care	Parts Care	Remote Care
Coverage Hours	7 x 24 x 365	24-Hr Weekdays	9 x 5 Weekdays	9 x 5 Weekdays	9 x 5 Weekdays
On-Site Response Time	≤ 4 Hours	≤ 12 Hours	≤ Next Business Day		
Telephone Tech Support	✓	✓	✓		
Electronic Tech Support	✓	✓	✓	✓	✓
Return to Depot Repair				✓	
Open Source Software Support	✓	✓	✓		✓
3rd Party Application Support	✓	✓	✓		
Technical Account Manager	✓				
On-Site Operational Reviews	Quarterly	Semi-Annually	Annually		Optional
On-Site Spares	✓	Optional	Optional	Optional	Optional
Remote Management	Optional	Optional	Optional		✓
Hardware & Performance Monitoring	Optional	Optional	Optional		✓
Weekly System Operational Summary	Optional	Optional	Optional		✓