

Support Hours of Operation Policy

This policy is incorporated into our Master Services Agreement and describes Digica's policies with regards to the use of its SERVICES. Should Digica receive a complaint about a Customer, Digica may view Customer CONTENT to ensure compliance with this policy.

Application of this policy involves an element of discretion, and Digica reserves the right to prohibit particular CONTENT and the use of our SERVICES for a particular use.

1. Hours of Operation

The standard working hours in which Digica conducts business to the General Public are dependant on the department you need to work with., and whether you are a DigiCare Contract Customer or not. *For all DigiCare Contract Customers, please refer to Section 2. DigiCare Contract Holders for the hours of operations, and how to get Emergency Reactive Support services.*

Adminisatation, Accounting, and Human Resources

Monday to Friday

9:30 AM to 4:30 PM Eastern Time

Sales and Marketing

Monday to Friday

9:00 AM to 5:00 PM Eastern Time

Service Help Desk

Monday to Friday

9:00 AM to 4:00 PM Eastern Time

2. DigiCare Contract Holders

DigiCare Contract Holders can obtain access to the Help Desk and/or Reactive Support Services 24 Hours a Day, 7 Days a Week, 365 Days per Year. Whether your inquiry will be billable is dictated by your DigiCare Contract. If you do require Emergency Reactive Services outside of your standard DigiCare contract, please provide the authorization when making your original request so that the Reactive Support Team will know to commence support immediately rather than what we have agreed to and you are paying for.

Adminisatation, Accounting, and Human Resources

Monday to Friday

9:30 AM to 4:30 PM Eastern Time

Sales and Marketing

Monday to Friday

9:00 AM to 5:30 PM Eastern Time

Service Help Desk

Monday to Friday

8:30 AM to 5:30 PM Eastern Time