

## Routing as a Service (RaaS) Technical Support Policy

RouteSmart Technologies is dedicated to providing robust technical support for our Routing as a Service (RaaS) web service. This policy outlines our commitment to ensuring the high availability, reliability, and performance of RaaS while addressing client concerns effectively.

### High Availability and Monitoring

RouteSmart Technologies is devoted to maintaining RaaS as a high availability service for route processing. Our team conducts continuous 24/7 monitoring of the RaaS infrastructure to ensure seamless accessibility and optimal functionality. Our monitoring system promptly detects and alerts us to any potential issues, allowing us to take proactive measures to prevent disruptions and downtime.

### Response to Questions Regarding Routing Results Produced by RaaS

RouteSmart Technologies values our clients and their satisfaction with the RaaS web service and the output it produces. Questions or concerns regarding routing results will be addressed during normal RouteSmart Technologies business hours posted on our website at [www.routesmart.com](http://www.routesmart.com).

### Technical Support Channels

Clients can engage with our technical support team through multiple communication channels to ensure a comprehensive and efficient support experience:

Email: Clients can send support requests, inquiries, or concerns to a dedicated email address.

Phone: A dedicated support hotline is available during business hours to enable direct communication with our technical support experts.

### Client Escalation Process

In the event that a client issue requires escalation for resolution, RouteSmart Technologies employs a structured escalation process. This ensures that critical issues receive the appropriate attention and resources, leading to swift and effective resolutions.

### Knowledge Base and Self-Help Resources

RouteSmart Technologies provides clients with a comprehensive knowledge base and self-help resources. Clients can access documentation, FAQs, tutorials, and best practices to enhance their understanding of RaaS and address common queries without direct support intervention.

### Service Level Agreement

RaaS is backed by a Service Level Agreement (SLA). The SLA for RaaS and other RouteSmart Technologies SaaS hosted products can be reviewed via [trust.routesmart.com](http://trust.routesmart.com).

### Continuous Improvement

RouteSmart Technologies is committed to continuously improving the RaaS service based on client feedback, emerging technologies, and industry best practices. We actively seek client input to enhance the usability, performance, and feature set of RaaS.

### Summary

RouteSmart Technologies is fully dedicated to delivering exceptional technical support for the Routing as a Service (RaaS) web service. Our commitment to high availability, proactive monitoring, timely response

to client concerns, and comprehensive support channels ensures that clients can leverage RaaS to optimize their routing needs effectively and achieve their business objectives.