

Last Modified: May 1, 2023

SUPPORT DESCRIPTION

DRB shall use commercially reasonable endeavors to make available to the Customer, standard support services for the following Subscription Solutions during the following times. All times stated are US Eastern Time and exclude US national holidays unless otherwise stated.

Subscription Solution	Monday - Friday	Saturday	Sunday
Driverse	8am – 8pm	7am – 4pm	N/A
Suds	11am – 7pm	N/A	N/A
DRB Tunnel ¹	8:30am – 9pm	7am – 9pm	N/A
Unitec	8:30am – 8pm	N/A ²	N/A ³
Washify	8am – 8pm	8am – 8pm	8am – 6pm
NoPileups	7am – 9pm	9am – 6pm	9am – 6pm

¹ Emergency Support is available 24x7x365

² Emergency Support is available 8.30am – 5pm [including US national holidays]

³ Emergency Support is available 8.30am – 5pm [including US national holidays]