

Internet and Hosting Support

Call 272-5005 or email support@rainyday.ca for Technical Support.

Check out the Rainy Day Knowledge Base.
www.rainyday.ca/kb.html

Regular support hours are between 8:30 a.m. and 5:00 p.m. CST.

Voice messages and emails are responded to equally in the order in which they are received. There is no charge for support calls relating to troubleshooting Rainy Day owned equipment and services. Support or technical services beyond Rainy Day owned equipment or Rainy Day Subscription Services is charged at \$85 per hour.

Online Email Form

If your email is not working, you can email Rainy Day Support by using the online email form.
www.rainyday.ca/support

Remote Assistance Tool

Remote Assistance Tool (rdremote.exe) will allow Rainy Day Support to securely see what is on your computer's screen to solve problems efficiently.

Each time you use this tool you must be in contact Rainy Day Support.
www.rainyday.ca/remotetool

Downloads

Find useful programs such as our recommended web browser, email client, spreadsheet and other useful software on our downloads page.
www.rainyday.ca/downloads

Customer Responsible Damage

In some cases damage is caused to Rainy Day owned equipment where the customer is responsible to pay, for example: A common case is when a roof is being re-shingled and someone cuts the cable going to the radio/modem. This can cause a short, sending voltage across the lines causing damage to the electronics.

Rainy Day charges for the cost of the materials from \$85 per hour for the repair. The hourly fee accrued from the Winnipeg Perimeter Highway.

If you are located inside the Winnipeg Perimeter Highway, you are charged for the time the technician is on site.

Local Interference

Wireless devices can interfere with your Rainy Day Internet connection when they operate in the 900mhz band. If you have local WiFi that frequency is in the 2.4ghz band. Typical devices that cause interference are wireless telephones, baby monitors, 2 way radios and wireless home theatre systems.

Unplug all wireless devices if you experience issues. Contact Rainy Day Support if the problem persists.

\$85/h Support and Technical Services

Once it has been determined the connection is working subsequent support is charged at \$85 per hour billed in 10 minute increments. Rainy Day Support will inform you once billable time begins to ensure you are in agreement.

When an on-site visit is required to repair service, Rainy Day is responsible up to the demarcation point. If the customer would like additional technical services Rainy Day will charge \$85 per hour plus materials. The Technician, Support or the Technical Services Manager will inform the customer before billable work commences.

The hourly fee accrued from the Winnipeg Perimeter Highway.

If you are located inside the Winnipeg Perimeter Highway, you are charged for the time the technician is on-site.

Enterprise Support

If you are an Enterprise Broadband Customer, or a Business IT Support Client you will have been provided with a separate number to call in the case of an emergency technical situation. If no one answers this phone, the voicemail message is sent directly to the mobile devices of the primary on-call technician.

Tasks

The best way for you to track an issue is to ask for the related Task Number. You can use this number when you call or email us. The better we can track any issue, the faster we can solve it.

Service Governance

Standard Service Level Agreement (SLA)
www.rainyday.ca/sla

Enterprise Service Level Agreement (SLA)
www.rainyday.ca/sla_enterprise

Master Service Agreement (MSA)
www.rainyday.ca/msa

Acceptable Use Policy (AUP)
www.rainyday.ca/aup

Privacy Policy
www.rainyday.ca/privacy