



Cleo Communications Support Services

Products

- Transaction Processor / Transaction Designer
- Cleo SNA 3270
- Cleo TN3270

Scope of Core Support Services

Company will provide the following services to customers with Support Subscriptions:

1. Troubleshooting, advice and assistance as may be reasonably required to resolve technical problems related to the operation of the Licensed Product(s);
2. Remote access to customer's system for first-hand diagnosis and resolution, if allowed by customer;
3. Bug fixes or workarounds;
4. Software Updates within release levels (e.g. 2.1.3 to 2.1.4) as Company may from time to time make commercially available to licensees of the Licensed Product(s);
5. Support Services, which are available to Support Contacts during Business Hours;
6. Support Services for Licensed Product(s) that meet the appropriate System Requirements;
7. 24x7 access to FAQ's and Documentation as communicated to Company's customers and/or posted on Company's web site;
8. Discount on premium consulting fees;

All bug fixes and Software Updates provided to customer are covered under Company's End-User License Agreement for the particular Licensed Product(s).

If the Licensed Product has been under a continuous service plan, then any version upgrades are at reduced prices. Note: Replacing one Cleo product with another, such as SNA with TN, is considered a new purchase not an upgrade.

Customer Support Contact Responsibilities

Support Services are limited to Support Contacts, based upon the following:

1. The applicable operating system(s), associated software and hardware and overall environment in which Licensed Products(s) are in operation meet the applicable System Requirements;

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2. Inability to resolve support issue(s) with available documentation supplied with the Licensed Product(s) and/or posted on Company's web site, FAQs, and knowledge base articles;
3. Availability of pertinent information regarding the problem, environment, location within relevant documentation and diagnostics performed;
4. Experience with the applicable operating system(s), associated software and hardware and overall environment in which Licensed Product(s) are in operation;
5. Availability to interact with Company personnel and the Licensed Product(s) as part of Company's delivery of Support Services;
6. Available time to perform requested testing, modifications, configuration changes and other instructions as Company deems appropriate to diagnose and respond to customer problem or request.

Support Services Exclusions

The following items are available as Value-Added Services incremental to normal Support Services:

1. Step-by-step walkthrough of installation, configuration and setup of Licensed Product(s);
2. Third-party hardware and software, not specifically approved in writing for the purpose of Support Services by Company;
3. Any Licensed Product(s) that has been modified by customer or any third party, including any new or derivative products, not specifically approved in writing for the purpose of Support Services by Company;
4. Any Licensed software Product(s) other than the current release;
5. Any errors, damage or problems in the Licensed Product(s) or its operation caused by an incompatible configuration or by failure to provide a suitable operating environment;
6. Any accidental damage to the Licensed Product(s);
7. Other matters beyond Company's control.

Support Process

Support Services are available at different levels depending on customer requirements. Standard and 24x7 Support offer quick turn around time, prompt phone access, pre-assigned resources, and extended hours. Standard Support Services are provided on a callback basis. The following are steps in the support process:

1. Customer may contact Company via:
 - telephone IVR (voicemail) (866-444-CLEO(2536) or 815-282-7894),
 - e-mail (supporten@cleo.com) or
 - web request (<http://www.cleo.com/support/request.asp>);
2. Customer information will be verified and customer will be contacted with an acknowledgement;
3. Initial service requests as well as subsequent contacts regarding that request will be acknowledged with an Initial Contact, including an assigned incident ticket number;
4. If customer does not have a Support Subscription, customer will be directed to Company's sales department;

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5. Service requests will be addressed in the order they are received by the next available Support analyst, normally within 8 Business Hours, though response time may vary depending upon Company's daily call load;
6. Requests will be escalated and handled as described below in the problem categories;
7. Customer may be required to upgrade to the current release or patch level of the Licensed Product(s).

Problem categories:

Category 1

Category one errors prevent the installation of the Licensed Product(s), cause the Licensed Product(s), or Operating System to fail completely, require constant restarting of the Licensed Product(s), and/or seriously impact the operation of the system.

Cleo will work on the problem as soon as possible. Category 1 will pre-empt all other non-Category 1 activity. Problem will be given the highest priority and Cleo will continue to work on the problem during normal business hours until the problem is fixed or a work around created.

Recovery Goal: Continuous work until resolved
Resolution Goal: 15 Days

Category 2

Category two errors prevent the use of a major documented function of the Licensed Product(s), preventing or inhibiting the Licensed Products(s) from accomplishing a major task for which it was designed.

Within one business day, customer will be contacted to determine the impact of the problem. Cleo will work to fix the problem or suggest a work around within 5 business days.

Recovery Goal: 6 hours
Resolution Goal: 30 Days

Category 3

Category three errors are minor inconveniences and/or informational calls that prevent the use of a non-essential documented function of the Licensed Product(s), preventing or inhibiting the Licensed Product(s) from accomplishing a non-essential task for which it was designed.

Cleo will determine if the problem is in the software or the documentation and plan appropriate action.

Recovery Goal: 5 Business Days
Resolution Goal: Next Release unless mutually agreed

Support Purchased through Reseller

Customers that purchase a Support Subscription through a Reseller will be provided Support by that Reseller.

Maintaining Access to Support Services

Support Services are available to customers with current Support Subscriptions.

If customer does not have a current Support Subscription and requires Support Services, customer will be required to pay Fees for the intervening time since the lapse of a Support Subscription or since purchase of Licensed Product(s).

Premium Level Support Services

Premium Support Services are available to customers who purchase enhanced Support Services.

24x7 Level – The 24x7 Level provides Standard Support during normal business hours and for ‘Production Down’ situations, we also provide access to after hours support 24 hours a day, 7 days a week. In addition when the need necessitates, we can schedule items after hours to provide the assistance you need.

Our Technical Support Analysts will provide 24x7 customers with the highest level of support.

Value-Added Services

Company can provide various value-added services above and beyond Company's normal Support Services. These services include, but are not limited to, the following:

1. specific services, such as firewall assistance (this does not include support of specific firewall products);
2. Consulting Services, including, but not limited to, the following:
 - step-by-step walkthrough of installation, configuration and setup of Licensed Product(s),
 - installation and configuration in an unsupported environment (e.g., operating system, no GUI),
 - product enhancements and customization,
 - on-site support,
 - product training;

Contact Company's sales department at 800-233-CLEO(2536) or 815-654-8110 for more information regarding Company's value-added services.