



Cleo Communications Support Services

Core Support Services

Scope of Core Support Services

“Tier 1 Support” shall mean general Support Services for troubleshooting software installation, setup, configuration, and general operation of Licensed Product(s). These services are generally provided for reported errors that are minor inconveniences or 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.

“Tier 2 Support” shall mean advanced Support Services for troubleshooting difficult software installation, setup and configuration issues as well as re-creation of product issues. These services are generally provided for reported errors that prevent the use of a major documented function of the Licensed Product(s), preventing or inhibiting the Licensed Product(s) from accomplishing a major task for which it was designed.

“Tier 3 Support” shall mean Support Services that include documentation and code corrections to resolve any reproducible non-conformity or malfunction in the Licensed Product(s) to the extent that the Licensed Product(s) fails to perform in accordance with Cleo's documentation for the Licensed Product(s).

Cleo will provide the following core services to customers with active Support Subscriptions:

1. Support Services, which are available to Support Contacts during Business Hours which are from 8:00 AM to 5:00 PM Central Time, Monday through Friday, exclusive of holidays
2. Tier 1 and Tier 2 Support including escalation to Tier 3 Support
3. Troubleshooting, advice and assistance as may be reasonably required to resolve technical problems related to the operation of the Licensed Product(s)
4. Remote access to customer's system for first-hand diagnosis and resolution, if allowed by customer
5. Bug fixes or workarounds
6. Software Updates as Cleo may from time to time make commercially available to licensees of the Licensed Product(s)
7. Support Services for Licensed Product(s) that meet the appropriate System Requirements
8. 24x7 access to FAQ's and Documentation as communicated to Cleo's customers and/or posted on Cleo's web site
9. Access to testing tools, test lines and test servers as appropriate depending upon the Licensed Product(s)

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

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
2. Inability to resolve support issue(s) with available documentation supplied with the Licensed Product(s) and/or posted on Cleo'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 Cleo personnel and the Licensed Product(s) as part of Cleo's delivery of Support Services
6. Available time to perform requested testing, modifications, configuration changes and other instructions as Cleo 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 Cleo
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 Cleo
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 Cleo's control

Support Process

Support Services are available at different levels depending on customer requirements. Standard Support Services are provided on a callback basis. Gold and Platinum Support offer quick turnaround time, prompt phone access, and extended hours. The following are steps in the support process:

1. Customer may contact Cleo via:
 - telephone IVR (voicemail) (866-444-CLEO(2536) or 815-654-9887)
 - e-mail (support@cleo.com)
 - web request (<http://www.cleo.com/supreq>)
2. Customer information will be verified
3. Initial service requests as well as subsequent contacts regarding that request will be assigned an incident ticket number
4. If customer does not have a Support Subscription, customer will be directed to Cleo's sales department
5. Service requests will be addressed in the order they are received by the next available Support analyst, normally within 4 Business Hours, though response time may vary depending upon Cleo's daily call load
6. Production Down service requests will be escalated and handled prior to other requests
7. E-mail to Cleo regarding an incident ticket should have the incident ticket number from the Initial Contact in the Subject field
8. Customer may be required to upgrade to the current release or patch level of the Licensed Product(s)

Support Purchased through an Authorized Reseller

Customers that purchase a Support Subscription through a Reseller may be provided Tier 1 and some cases Tier 2 Support by that Reseller.

Maintaining Access to Support Services

Support Services are available to customers with current annual 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).

To purchase or renew an annual subscription, upgrade to Premium Support level, purchase value added services, or request a consulting services quote, please contact your Cleo Sales Representative by calling 1.800.233.2536 (in North America) or 001.815.654.8110 (International). You may also email questions to sales@cleo.com.

Premium Level Support Services

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

LexiCom Gold Level – In addition to the Core Support Services, the Gold Level provides live pickup to our Technical Support Team with a quicker turnaround time of 2 hours. If all of our Technicians are on calls when you call, please leave a message and it will be automatically escalated in our system. Gold level customers are provided with a toll free phone number to access Gold Support during normal support hours.

VLTrader Platinum Level – In addition to the Core Support Services, the Platinum Level provides live pickup to our Technical Support Team with a quicker turnaround time of 2 hours. If all of our Technicians are on calls when you call, please leave a message and it will be automatically escalated in our system. Platinum level customers are provided with a toll free phone number to access standard support during normal business hours. Additionally, for ‘**Production Down**’ situations, we also provide access to after hours support 24 hours a day, 7 days a week. Our Technical Support Analysts will provide Platinum customers with the highest level of support.

Value-Added Services

Cleo can provide various value-added services above and beyond Cleo’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)
 - support for new connections (e.g., VAN, trading partner, host, port)
 - script and workflow development
 - integration (e.g., external system, EDI translator)
 - installation of the environment (e.g., hardware, operating system, Java)
 - installation and configuration in an unsupported environment (e.g., operating system, no GUI)
 - product enhancements
 - on-site support
 - product training
 - API support and consulting
3. Product Customization
4. Premium Support Service, including but not limited to, the following:
 - guaranteed response times
 - extended hours

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

Product Support Services

Products

Cleo A+

- Core Support Services.
- Please Note: Cleo Communications has officially halted the development of its Cleo A+ Software and plans no future versions. The software is still available, but only limited technical support is available. If a feature is rendered inoperable we will not release an upgrade to address this feature.

Like any software development company, Cleo continually evaluates the needs of its customers & partners and apportion its resources to meet both the technology needs and consumer demand. In order to devote more of our development resources to these needs we have to discontinue older programs.

Cleo 3780

- Core Support Services.

LexiCom and VL Proxy

- Core Support Services and optional Premium Level Support Services.
- Optional Services:
 - Gold Level of Support
 - In addition to the Core Support Services, the Gold Level provides live pickup to our Technical Support Team with a quicker turnaround time of 2 hours. Gold level customers are provided with a toll free phone number to access support during normal support hours.

VLTrader

- Core Support Services and optional Premium Level Support Services, plus
- Standard Support with a turnaround time of 2 hours.
- Optional Services:
 - Remote Installation and Training
 - Phone and Web based installation of Product
 - Phone and Web based training
 - Onsite Installation and Training
 - 1½ days installation and setup of Product
 - Live communication testing with 3 trading partners (VLTrader)
 - ½ day Training covering the product, Getting Started Guide, Users Guide, Cleo Support, and Contacts.
 - 2 week lead time required
 - Additional Training
 - A training program can be tailored to meet the needs of your company. This includes both onsite and remote sessions.
 - Platinum Level of Support
 - The Platinum Level provides live pickup to our Technical Support Team with a quicker turnaround time of 2 hours. Platinum level customers are provided with a toll free phone number to access standard support during normal business hours. Additionally, for 'Production Down' situations, we also provide access to afterhours support 24 hours a day, 7 days a week. Our Technical Support Analysts will provide Platinum customers with the highest level of support.