



Our Customer Support Commitment

Commport Communications International, inc.

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Table of Contents

- Commport Communications International, inc. 1
- Table of Contents 2
- Customer Support Guide Introduction 3
- Customer Support Services 3
- The Customer Support Help Desk..... 3
- Implementation Support Services 3
- Operational Support Services 4
- Supported Solutions 4
 - Electronic Data Interchange 4
 - Value Added Network..... 4
 - Global Data Synchronization 4
- Description of Products 5
 - Translation EDI – (formerly known as CyberLiNK) 5
 - Internet EDI - (formerly known as eXchange)..... 5
 - Commport VAN..... 5
 - Commport Monitor (formerly known as CMC) 5
 - Commport Portal..... 5
 - Commport Datapool..... 6
- Archiving, Retrieval and Re-Transmission of Data..... 6
- Customer Support Requests..... 6
 - How to Open a Case 6
 - Priority Assignment 7
 - Escalation..... 7
 - Closing a Case 7
- Holiday Coverage..... 8
- Non- Standard Support Services..... 8
- Service Level Agreements..... 10
- Commport Planned Outages 10
- Emergency Outage Notifications..... 10



Customer Support Guide Introduction

At Commport Communications International, inc. we see every product, every client and every activity as an opportunity for each of us to add value to our clients' business solutions. It is our mission to make the connections from business to business fast, flawless and flexible. Our goal is to provide products and services that are simple to use, robust and affordable. Commport is committed to providing world-class customer service and technical support to our customers. This Customer Support Commitment document describes our promise to our customers.

The policies and supported products described in this document are subject to change at any time. For the most current version of our Customer Support Commitment document please visit www.commport.com/customer-satisfaction

Customer Support Services

Each member of our organization is focused on providing outstanding Support every time you contact Commport. To ensure your highest level of satisfaction during every support request we are committed to doing the following:

- Responding to your support requests within reasonable and measured timeframes;
- Communicating throughout a support request from its initiation to its completion;
- Ensuring accountability with every support request;
- Following a defined escalation plan when required for timely resolution to a problem;
- Consistently documenting and reviewing our handling of support request and assessing each for opportunities for improvement.

The following Customer Support services are available for all Commport Customers for the products identified under Supported Products.

The Customer Support Help Desk

Access to the Customer Support Help Desk via phone or email, Monday through Friday 6:30 am to 7:00 pm ET. **Phone: 905-727-6782, Option 2 or Email: support@commport.com**

Our Help Desk is a subset of our Support Team. Members have generalized training in all of Commport's products and services. The goal of the Help Desk is to ensure timely response to all Support Requests received, to properly record and document the request, to resolve the request where able and to escalate to the appropriate team where needed.

Implementation Support Services

Implementation Support via phone or email on Monday through Friday from 8:30 AM to 5:00 PM EST. Please phone or email your support representative directly, or contact the Help Desk to be directed to an appropriate representative.

Our Implementation Teams are a subset of our Support Team. Members have specialized training in implementation and set-up of our products. Our goal is to ensure timely and accurate implementations and set-ups on all new customers, change orders and custom requests.



Our Implementation Teams receive requests for new set-ups, new connections with customers or other trading partners and new implementations either from our Sales Team or from customers who make a request directly. All new setups are completed as a part of an Order. Each order will have a unique identifier that will be communicated with the customer so that they can better track the status of an order.

Implementation Support via phone or email on Monday through Friday from 8:30 AM to 5:00 PM EST is included as a part of all Orders.

Our Implementation Teams will also receive Cases escalated from the Help Desk where needed.

Operational Support Services

Operation Support via phone is available outside of our regular Support hours: Monday through Friday, 12:00 am to 6:30 am and 7:00 pm to 11:59 pm ET, as well as Saturdays and Sundays from 12:00 am to 11:59 pm ET.

Phone: 905-727-6782, Extension 2222

Our Operational Team is a subset of our Support Team. Members have specialized training in the network infrastructure and communications tools utilized for delivery of all of Commport's products and services. The goal of our Operational Team is to monitor and maintain the Commport network and communications to the highest level of availability.

If you require Operational Support during regular Support Services hours please submit your Support Request via the Help Desk.

Supported Solutions

This support guide provides details on the support provided by Commport for the following solutions and services:

Electronic Data Interchange

- Translation EDI (formerly known as CyberLiNK)
- Internet EDI (formerly known as eXchange 3)

Value Added Network

- The Commport VAN
- Commport Monitor
- Commport Portal

Global Data Synchronization

- Commport Datapool



Description of Products

Translation EDI – (formerly known as CyberLiNK)

Translation EDI can be said to meet the need of outsourced EDI translation using a SaaS (Software as a service) model. Companies using Translation EDI have an electronic data management system such as an ERP (SAP, Oracle, ERP123, Sage Accpac ERP, Microsoft Dynamics AX) or an accounting package (Sage Simply Accounting, MYOB, Business Vision) which is capable of importing and/or exporting raw data files that are not in international standard formats (they are a “purchase order” but not an EDI 850). Customers using Translation EDI are able to process documents using formats such as CSV, fixed length flat files or XML. These companies do not need to have any significant technical knowledge and will often have a consultant work with them on a part time basis to administer their system. They are looking for a low cost, automated, easy to manage, integrated, EDI model.

Internet EDI - (formerly known as eXchange)

Commport’s Internet EDI offers functionality, automation and control to organizations looking to automate their fulfillment processes and become EDI compliant. Simple order picking, staging and packing is built into the Internet EDI platform, fully automating complex tasks to insure order accuracy. Shipping notices, ASN shipping labels are quickly and easily generated in Internet EDI, eliminating costly shipping errors. Order management, tax compliance, fulfillment automation, ASN label generator and trading partner contract pricing are all features of the Internet EDI platform. No specialized EDI knowledge, training or large IT resources are required due to Internet EDI’s intuitive and familiar interface.

Commport VAN

Commport has established interconnects with all of other major VAN service providers to ensure your documents are forwarded without delay or additional costs. We also operate as an EDIINT gateway, connecting directly with trading partners and customers using AS2, FTP and sFTP whenever that is required.

A multitude of servers comprise the backbone of the VAN as well as internal operations control, with redundant servers to back up all crucial processes. Mission critical services subjected to rapid volume changes are self-starting and stopping, being activated automatically when volume requires.

Various Back office products support Commport's high demand and high volume requirements such as Microsoft SQL Server, Microsoft Internet Information Server and Microsoft Exchange Server. Proprietary software handles the verification and distribution of various file structures and types within the VAN, including EDI, XML and iDoc.

Commport Monitor (formerly known as CMC)

Commport Monitoring Center is a real time, self-service, search engine allowing you to review your EDI traffic as it is processed across the Commport network. Commport Monitor allows you to search for documents, search for transmissions, view documents sent to a trading partner, view reports and resend files. Use this tool to solve problems and gain visibility into transmissions relating to your supply chain activities.

Commport Portal

Commport Portal is Commport’s second generation self-service Network Visibility Tool. It enables you to search and review your EDI traffic as it was processed by the Commport Network.



Commport Datapool

Commport Datapool is a certified data pool. It is both a source (supply side) and a recipient (demand side) data pool that offers customized tools to enable each partner to manage their data synchronization initiative. We help our customers implement GDSN standards as part of an organizational initiative or a retailer mandate. Loading your item data or migrating to our GDSN Datapool solution is simple and secure.

Archiving, Retrieval and Re-Transmission of Data

Commport is dedicated to meeting all commitments related to archiving, retrieval and re-transmission of data as specified within your specific product agreement or services contract.

EDI data is available in active archives for a period of 30 days, unless otherwise specified in your contract. This data is available for retrieval and resend. Data older than 30 days may be recovered by contacting our Support Team, there may be additional charges for its retrieval. You will be advised when such charges will apply.

If you would like to engage in additional archiving services or do not feel that it is addressed in your specific contract please contact sales@commport.com

Customer Support Requests

How to Open a Case

For any problems, concerns or inquiries regarding your Commport product or service please contact our Support Team through one of the contact channels identified. Immediately upon receiving your Support Request, Commport's Support Team will create a new Case and document all details provided with the request. It is our goal to have created a Case and acknowledged receipt of the support request within 2 hours of receipt. When the Case is created you will receive an email including the Case number and all details as recorded, this will serve as acknowledgment that we have received your support request.

If you are contacting Commport's Support Team in regards to a previously opened Case please reference your Case number. By providing the Case number you will assist us in providing a speedy response.

As work on your Case progresses Commport will communicate any pertinent information to you. When Commport's Support Team resolves your Case you will receive an email indicating that your Case has been closed.

If at any time you feel that details on your Case are not correct, or that a closed Case is not resolved, please contact Commport's Support Team as soon as possible and reference the Case number. Unresolved Cases will be reopened to ensure a satisfactory resolution.

From time to time, Commport Support Staff may open a Case on behalf of a customer as the result of a system alert or error or an issue identified by Commport systems or Support Representatives. These Cases will be deemed "Internal" Cases and you may or may not be notified regarding these Cases. Commport Support Staff will notify you if it is determined that the problem is caused by data sent to Commport by your company; the problem has an impact on your ability to utilize a product or service; or if your business may be adversely affected.



Priority Assignment

As a part of the Case details Commport Support Team Representatives will do their best to assign an accurate Priority Level to each Case. This will assist the Commport Support Team in ensuring that problems are resolved in a reasonable time for the severity of the problem. The priority level will be determined by the impact the request or problem has on your ability to access and/or use your Commport product or service to do business. We will utilize the following guidelines to establish an initial priority based on your description and our assessment of the problem. The priority assigned to your case may change as the case progresses through to completion.

Critical:

Your product or service has ceased functioning, processing or other service is undeliverable and this service is critical to your business operations; critical time sensitive business data is at risk of not being delivered and/or processed to/from your customer or trading partner.

Examples:

- The Commport network is down
- The translation server used for processing your business data is down
- Communications between Commport and Customer or Commport and interconnecting VAN are down
- The Commport Datapool website is inaccessible

High:

Use of a product or delivery of a service is currently limited or affected but the problem does not eliminate use of the product or deliverability of the service as a whole; Critical time sensitive business data is not at risk or a reasonable workaround does exist.

Normal:

A problem has occurred but is not currently limiting or affecting use of a product or delivery of a service; a minor problem is currently occurring but is not affecting business data; a time-bound change request for a customized solution.

Low:

A change request with no delivery time requirement; a change in documentation; a suggested new feature or capability.

Escalation

From time to time Commport Support staff will escalate a Case if they feel the Case has changed in complexity or severity. Many of our products and services have specific defined escalation plans for critical issues and Commport Support members are committed to following these escalation plans to ensure the highest level of service in delivery of a product or service.

If you feel at any point that you need to escalate a Case to a more senior staff or a manager you may do so by requesting that your Case be escalated.

Closing a Case

It is our goal to close all Cases in a reasonable time frame based on the severity and complexity of the request. When closing a Case Commport Support Staff will attempt to obtain your agreement that the Case has been satisfactorily resolved. We may close a Case without this agreement if the Case is an Internal Case that you have



not been notified of; we have tried several times to contact you to obtain your agreement and have not received a response; or if the problem is identified as being external to Commport.

If at any point you need to re-open a Case that has previously been closed you may do so by contacting Commport Support and providing the Case number.

Holiday Coverage

Commport is dedicated to providing service on a 24/7 basis. The Canadian (and one Provincial) Statutory Holidays listed in the table below are observed by Commport.

	2019	2020	2021
New Year’s Day	Tue, Jan 1	Wed, Jan 1	Fri, Jan 1
Family Day	Mon, Feb 18	Mon, Feb 17	Mon, Feb 15
Good Friday	Fri, April 19	Fri, Apr 10	Fri, April 2
Victoria Day	Mon, May 20	Mon, May 18	Mon, May 24
Canada Day	Mon, Jul 1	Wed, Jul 1	Thurs, Jul 1
Civic holiday	Mon, Aug 5	Mon, Aug 3	Mon, Aug 2
Labor Day	Mon, Sept 2	Mon, Sept 7	Mon, Sept 6
Thanksgiving Day	Mon, Oct 14	Mon, Oct 12	Mon, Oct 11
Christmas Day	Wed, Dec 25	Fri, Dec 25	Mon, Dec 27 (in lieu)
Boxing Day	Thurs, Dec 26	Mon, Dec 28 (in lieu)	Tues, Dec 28 (in lieu)

Help Desk Support Services will be available on a limited basis, from 8:00 AM to 5:00 PM ET on all of the above listed holidays, with the exception of New Year’s Day, Christmas Day and Boxing Day.

Operational Support is available via phone at any time during these Statutory Holidays by calling +1 905 727 6782 and dialing extension 2222.

Implementation Support Services will be unavailable on the above listed Holidays. Implementation Support requests submitted on a holiday will be addressed on the following business day.

Non- Standard Support Services

Unless otherwise specified in an Order or signed agreement the following services are not included in Commport’s Standard Support Services, but are available for additional fees. Please contact Commport Support to request a quote for a non-standard service.



- Support of hardware and/or software not provided by Commport;
- Consulting or Professional services;
- On-site support not defined as a part of an Order or specific agreement;
- Customization of software or integration pieces not defined as a part of an Order or specific agreement;
- Configuration of any customer unique data not specifically included in an Order or specific service agreement;
- Testing beyond what is specifically included in an Order or specific service agreement;
- Installation of Commport products on additional client and /or server machines not specifically included in an Order or specific service agreement;
- Resending raw EDI data files historical transactions older than thirty (30) days from the original transmission date;
- Customization of labels;
- Development of interfaces to other software systems not defined as a part of an Order or specific agreement;
- Product Training or retraining not specifically included in an Order or specific service agreement;
- Change requests to file mappings due to changes in a customer's file layout or content;
- Support time for assistance with completion of Data Sync product information or establishing item synchronizations above that specifically included in an Order or specific service agreement.

In addition Commport may bill Support fees when Commport support staff was required to take manual steps to resolve an issue due to some failure on the part of the customer or a customer's trading partner. These situations may include the following:

- Bad EDI received by a VAN customer which cannot be routed and which must be manually identified as belonging to the customer and which then requires the customer to be notified of the bad data;
- A flat file received by a CyberLINK customer which fails to process due to the content or format of the file failing to meet the requirements as agreed to by Commport and the Customer during the initial mapping of the translation;
- EDI received on the Commport network from a VAN customer for an unknown recipient;
- EDI received from interconnected VAN from an unknown sender for a VAN customer for which they require a route to be established;
- EDI data is undeliverable due to route information having been set-up incorrectly based on incorrect information provided by the customer.
- Trading partner has changed their EDI specifications or business rule and Commport has not received notification, and these changes result in support time to identify and/or resolve an issue resulting from the change.

Upon one of these events occurring, Commport support staff will notify the Customer of the problem and will indicate that the Support time required to resolve the issue will be billable. All Support time will be invoiced at the rate of \$90.00 per hour with a one-hour minimum, unless otherwise specified in your agreement.

You may also opt into a support package to cover these non-standard support services. Support Packages are available in either a Pre-Paid or an Annual format.



Service Level Agreements

Your specific contract terms, service level agreements (SLA) and other previously agreed upon terms with Commport will take precedence over the guidelines provided in this manual.

Commport Planned Outages

From time to time Commport may perform system maintenance on our Network systems. Our scheduled maintenance window is **Sunday from 12:00 AM to 6:00 AM ET** each week.

We will make every attempt to notify customers of planned outages at least 72 hours prior to the outage. As a part of the notification process we will identify specifically which services will be affected and the impact that it will have on your business processes.

Emergency Outage Notifications

In the event of an emergency outage Commport will make every attempt to notify all affected customers via email as soon as possible. Our Emergency Notification will include details of the issue, identification of all affected services and an expected timeframe for resolution. Once the issue has been resolved a Resolution Notification will be sent to all affected customers via email.

The following situations will be considered an Emergency Outage and will trigger Commport's Emergency Notification Process:

- Communication services (ftp, AS2, etc.) is currently or was in the past unavailable or malfunctioning for more than 20 minutes causing inability to send and/or receive data
- Processing servers (for CyberLiNK, realTimeFuel, Specialized Services, etc.) is currently or was in the past unavailable or malfunctioning for more than 20 minutes causing inability to process data
- Websites (for Internet EDI, Commport Datapool, Commport Monitor, Portal Services, etc.) has been unavailable or malfunctioning for more than 20 minutes causing inability to send and/or receive and/or process data
- An unidentified problem causing customers and/or interconnected VANs to be unable to send and/or receive data.

Emergency Outage Notifications will be sent to the individual identified as the customer's Primary Contact unless otherwise requested. To change your company's contact preferences for Emergency Outage Notifications please contact support@commport.com.