Our Customer Support Commitment

Commport Communications International, inc.

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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 solve integration challenges in business to business relationships. Our goal is to deliver solutions with excellence in reliability and service by creating tools that exceed expectations. Commport is committed to providing world-class service, technical support and training to our customers. This Customer Support Commitment document describes our process and represents 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

All members of our organization are focused on providing the highest level of support each time you contact Commport. To ensure your highest level of satisfaction, during every support request we are committed to 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 requests 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.

The Help Desk team provides training for our Cloud EDI service. Please be aware that our team can only provide training on the use of Commport developed software. They will also provide guidance on common trading partner EDI processes.

Please note: *Unless otherwise specified in an order or signed agreement, product training or retraining for Cloud EDI and Datapool are not included in Commport's Standard Support Services, but are available for additional fees.*

Customers should ensure they understand their partners' procurement processes and business rules by working with them directly when they are considering anything non-standard. This will ensure customers will not incur penalties.

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 (new clients) or from customers who make a request working with their Customer Success Manager. 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 a particular order.

As the specialists in the configuration of Commport products and services our Implementation Teams will also provide support by way of resolving Cases escalated from the Help Desk where needed.

Operational Network Services Support Service

Operational Network Services Support is available via phone outside of our regular Support hours. Operational Network Services Support is available: 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 by calling

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 Network Services 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 (EDI)

- Intregrated EDI
- Cloud EDI
- CCI EDI ServicesThe Commport Value Added Network (VAN)
- Commport Monitor
- Commport Portal

Global Data Synchronization

- Commport Datapool

Description of Products

CCI EDI Services and the 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 operate a variety of value added network services including the provision of EDIINT gateway services; connecting directly with trading partners and customers using AS2, FTP and sFTP/FTPs whenever that is required.

A multitude of servers comprise the backbone of The Commport Network 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 or are inherently multi threaded providing for a high volume throughput.

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 configuration, verification and distribution of various file structures and types within the VAN, including EDI, XML and iDoc.

Integrated EDI

Integrated EDI can be said to meet the need of outsourced EDI translation using a SaaS (Software as a service) model. Companies using Commport's Integrated EDI service have an electronic data management system such as an ERP (SAP, Oracle, ERP123, Sage, Microsoft Dynamics AX) or an accounting package (Sage 50, MYOB, Business Vision) which is capable of importing and/or exporting raw data files that are not in international standard formats (they are an "invoice" but not an EDI 810). Customers using Commport's Integrated EDI service 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.

Cloud EDI

Commport's Cloud 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 Cloud EDI platform, fully automating complex tasks to ensure order accuracy. Shipping notices and ASN shipping labels are quickly and easily generated in Cloud EDI, eliminating costly shipping errors. Order management, tax compliance, fulfillment automation, ASN label generator and trading partner contract pricing are all features of the Cloud EDI platform. No specialized EDI knowledge, training or large IT resources are required due to Cloud EDI's intuitive and familiar browser-based user interface.

Commport Monitor (formerly known as CMC)

Commport Monitor is a real time, self-service, network traffic visibility tool 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 third generation 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 VAN. Please note that upgrading from Commport Portal to Commport Monitor requires an upgrade to your VAN services with Commport. Please speak to your Customer Success Manager for more details.

Commport Datapool

Commport Datapool is a GS1 GDSN 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.

Commport Product Development Deployments

Our product development teams follow an agile development model and organize their work into Sprints to provide incremental improvements which do result in regular deployments. Our product teams will do their best to provide 72 hours notice regarding any upcoming deployments. As a part of the notification process we will identify what additions, modifications, improvements are being made and any other customer impact. We provide these notifications to those customers that use the affected product.

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 however please note that in most cases resending data will result in transactional charges associated with reprocessing the transactions.

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 Help Desk 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 Help Desk 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 Help Desk 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 Help Desk Staff may open a Case on behalf of a customer as the result of a system alert or error such as 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 Help Desk 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 Help Desk Representatives will do their best to assign an accurate Priority Level to each Case. This will assist the Commport Help Desk 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 not available
- 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.

Examples:

- A field is not populating as expected on Cloud EDI user interface
- Commport Monitor website is not available

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.

Examples:

- An error has occurred in a transaction
- Track and trace request

Low:

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

Examples:

- "It would be nice if …"
- "When you get a moment would you…"

Escalation

It is very common for Commport Help Desk staff to escalate a Case if they feel the Case has changed in complexity or severity or if additional information is required. Many of our products and services have specific defined escalation plans for critical issues and Commport Help Desk 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. Please work with your Customer Success Manager to address any escalation concerns.

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 or your Customer Success Manager and providing the Case number.

Holiday Coverage

Commport is dedicated to providing service on a 24/7 basis. The following Canadian Federal and Provincial Statutory Holidays are observed by Commport:

	2022	**2023**	**2024**
New Year's Day	Sat, Jan 1	Sun, Jan 1	Mon, Jan 1
Family Day	Mon Feb 21	Mon, Feb 20	Mon, Feb 19
Good Friday	Fri, April 15	Fri, Apr 7	Fri, March 29
Victoria Day	Mon, May 23	Mon, May 22	Mon, May 20
Canada Day	Fri, Jul 1	Sat, Jul 1	Mon, Jul 1
Civic holiday	Mon, Aug 1	Mon, Aug 7	Mon, Aug 5
Labor Day	Mon, Sept 5	Mon, Sept 4	Mon, Sept 2
Thanksgiving Day	Mon, Oct 10	Mon, Oct 9	Mon, Oct 14
Christmas Day	Mon, Dec 26 (in lieu)	Mon, Dec 25	Wed, Dec 25
Boxing Day	Tues, Dec 27 (in lieu)	Tues, Dec 26	Thurs, Dec 26

Help Desk Support Services will be available on a limited basis, from 8:30 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.

Commport may bill Support fees when staff are required to take manual steps to resolve an issue due to failure on the part of the customer or customer's trading partner.

- 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 an Integrated EDI 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.

All Support time will be invoiced per hour with a one-hour minimum, unless otherwise specified in your agreement. You may also opt into a support package to cover non-standard support services. Support Packages are available in either Pre-Paid or Annual formats.

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.

SLA for Commport's EDI Processing Services

Purpose

The purpose of this Service Level Agreement (SLA) is to establish reasonable expectations regarding the timely process of business documents delivered to the Commport network in an electronic format and associated client supportive services.

Promise

Commport's commitment is to process data as close to real time as possible. The actual process and transit time of a given document on the network will vary depending on the size and data quality of the document and the complexity of the processing that Commport performs. Documents received on the Commport Network that do not conform to the defined requirements will be subject to support service notification time lines and support related SLAs.

Measurement

SLA Name	Service Goal Target
System Availability	>= 99.9% available
System Throughput	>=99% of messages within 2 hours of receipt
Response to Processing break-fix	>=95% of incidents responded to within <120 mins
Resolution to Processing Break-fix	99% Critical Priority resolved within 0 to 8 hours
	>= 98% High Priority resolved within 4 to 24 hours
	>=95% Normal Priority resolved within 4 to 36 hours
	>=90% Low Priority resolved within 4 to 48 hours
Document Failure Notification	95% notified within 4 business hours
Case Follow up	Follow up provided within 2 business days

Maintenance Windows

As documented in Commport's Commitment to Customer Support hosted at
https://www.commport.com/Customer-Commitment-Document.pdf, the terms of which are updated from time to time, Commport's Standard Maintenance Windows allow for Commport to apply operating system updates, apply security patches and perform routine maintenance on its network. Commport endeavours to minimize any down time experienced by customers and these windows will typically only cause file processing delays. The current schedule for the Commport Standard Maintenance Window is **Saturday from 9:30 PM to Sunday at 6:00 AM ET** and advanced notification will be provided in any week in which the maintenance window will be taken. The establishment of a standard maintenance window does not indicate that maintenance is to be performed weekly, only that this is the period when maintenance is to be performed.

Ramifications

If Commport fails to perform the services in accordance with this SLA, Customer may require Commport by notice in writing to:

1) Carry out an investigation into the cause of such failure.
2) Correct any defects within 30 days

a. where such correction is not practicable, Commport will provide an equitable credit not to exceed the charges invoiced to the Customer for the portion of the Services which were defective.

Failure by Commport to remedy the issue will provide Customer with the right to Terminate the agreement with cause pursuant to the Customer's agreement with Commport.

Commport Planned Outages

Standard Maintenance Windows:

Commport's Standard Maintenance Windows allow for us to apply operating system updates, apply security patches and perform routine maintenance on our network. Commport endeavours to minimize any down time experienced by customers and these windows will typically only cause file processing delays. Our schedule for Standard Maintenance Windows is **Saturday from 9:30 PM to Sunday at 6:00 AM ET** and advanced notification will be provided.

We will make every attempt to notify customers of Standard Maintenance Windows at least 72 hours prior to the start of the window. However, we reserve the right to apply critical security patches and software updates as needed. As a part of the notification process we will specifically identify which services will be affected and the impact that it will have on your business processes.

Infrastructure Maintenance Windows:

Commport's Infrastructure Maintenance Windows include major changes to our network systems including improvements and updates to hardware and critical network devices. These windows are project based and the length and time needed will vary depending on the scope of work defined. These windows are managed carefully as they may cause the Commport Network to be inaccessible for a period of time.

Commport will make every attempt to notify customers of our Infrastructure Maintenance Windows at least 4 weeks prior to the scheduled window and we will provide a reminder 3 days in advance. As a part of the notification process we will identify specifically which services will be affected and the impact that it will have on you and the services you receive from Commport.

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 server (EDI Translation, Cloud EDI, VAN or Datapool.) is currently or was in the past unavailable or malfunctioning for more than 20 minutes causing inability to process data
- Website (Cloud EDI, Commport Datapool, Commport Monitor, 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 send 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 or your Customer Success Manager.