# Support Level Comparison Table

<table>
<thead>
<tr>
<th>Feature</th>
<th>Gold</th>
<th>Platinum</th>
<th>MCS</th>
<th>Streem Platinum Plus</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hours of Operation (*)</strong></td>
<td>12 HRS/Day Weekdays Only</td>
<td>24x7 Production Down 12 HRS/Day Weekdays Only</td>
<td>24 HRS/Day 7 Days/Wk 365 Days/Yr</td>
<td>24x7 Production Down 9 HRS/Day Weekdays Only</td>
</tr>
<tr>
<td><strong>Holidays (¹)</strong></td>
<td>No</td>
<td>Production Down</td>
<td>Yes</td>
<td>Production Down</td>
</tr>
<tr>
<td><strong>Access to Product Releases</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Products Supported</strong></td>
<td>LexiCom</td>
<td>VLTrader Harmony Clarify EEI</td>
<td>Harmony</td>
<td>Streem</td>
</tr>
<tr>
<td><strong>Method of Access</strong></td>
<td>Telephone Email Web</td>
<td>Telephone Email Web</td>
<td>Telephone Email Web</td>
<td>Telephone Email Web</td>
</tr>
<tr>
<td><strong>Response Method</strong></td>
<td>Telephone Email</td>
<td>Telephone Email</td>
<td>Telephone Email</td>
<td>Telephone Email</td>
</tr>
<tr>
<td><strong>Initial Response Times</strong></td>
<td>Severity 1 = 2H Severity 2 = 2H Severity 3 = 4H RFI = 12H ENHC = 5 days</td>
<td>Severity 1 = 1H Severity 2 = 2H Severity 3 = 4H RFI = 8H ENHC = 5 days</td>
<td>Severity 1 = 1H Severity 2 = 2H Severity 3 = 4H RFI = 8H ENHC = 5 days</td>
<td>Severity 1 = 2H Severity 2 = 4H Severity 3 = 8H RFI = 12H ENHC = 5 days</td>
</tr>
<tr>
<td><strong>Number of Requests</strong></td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td><strong>Root Cause Analysis</strong></td>
<td>N/A</td>
<td>Available only for Severity 1(²) issues provided during US Standard (*) business hours</td>
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</tr>
<tr>
<td><strong>Simulated Customer Env. Testing-SCET(³)</strong></td>
<td>N/A</td>
<td>N/A</td>
<td>Included</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Designated Tier 2 Technical Concierge</strong></td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Daily Update Calls</strong></td>
<td>No</td>
<td>No</td>
<td>Available only for Severity 1(²) issues</td>
<td>No</td>
</tr>
<tr>
<td><strong>Status Calls w/Customer Concierge</strong></td>
<td>No</td>
<td>Available for Severity 1(²) issues provided during US Standard (*) business hours</td>
<td>Yes</td>
<td>Available for Severity 1(²) issues provided during US Standard (*) business hours</td>
</tr>
<tr>
<td><strong>Annual Health Checks</strong></td>
<td>No</td>
<td>Available as a Professional Service</td>
<td>Yes</td>
<td>Available as a Professional Service</td>
</tr>
</tbody>
</table>

(*) Hours of operation:
US Standard 7AM to 7PM CT US / International Standard 7PM to 7AM CT US (Customer Choice);

(¹) See list of Holidays

(²) Severity 1 – See Severity Level Descriptions

(³) Simulated Customer Environment Testing (SCET) – See Description Below
Cleo Severity Levels

Critical (Severity 1)

1. Production issue affecting most users and/or trading partners, including system unavailability and data integrity issues with no workaround available.
2. Issue causing potentially significant impact on customers’ business results (loss of revenue and/or profitability) – Requires business impact justification from the customer.
3. Customer must have 24x7 availability for escalation resolution.
4. Customer is willing to do all applicable testing required for resolution.

Major (Severity 2)

1. Production functionality is impacted or significant performance degradation is experienced.
2. Issue is persistent and affects several users and/or trading partners, and/or major functionality.
3. No reasonable workaround available.
4. Customer is willing to do all applicable testing required for resolution.

Minor (Severity 3)

1. Production or Non-Production performance issue or bug affecting a small number of users and/or trading partners.
2. Short-term workaround is available, but not scalable.
3. Inquiry regarding a routine technical issue.

RFI (Request for Information)

1. Information requested on application capabilities, navigation, installation or configuration.

ENHC (Enhancement Request)

1. Enhancement Requests – Add functionality to the product that does not already exist.

Holiday’s (*)


(* if a holiday lands on a Saturday, Cleo will be closed on the previous day (Friday).
(* if a holiday lands on a Sunday, Cleo will be closed on the next day (Monday).
Simulated Customer Environment Testing (SCET)

Benefits of Cleo SCET:
- Replication at a high level of the customer environment
- Validation of customer specific patches in Cleo SCET before released to the customer
- Validation of Cleo General Releases for customer specific environment
- Cleo will have readily available snapshots of the customer’s environment
- Cleo will have designated personnel to validate all customer specific patch releases

Customer Concierge

Benefits of a Customer Concierge:
- Designated resource for escalations
- Development and implementation of resolution plans
- Direct customer communications
- Weekly or monthly support status calls
- Designated technical team