

SECTION:	Software Services and Support		
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SUBJECT:	Telephone Support		
DATE:	2/09	SUPERSEDES:	2/05

TITLE: ESS3, Telephone Support

POLICY: Retalix will provide telephone support to authorized Retalix Dealers using the procedures and rates listed in this policy.

SCOPE: All Retalix Dealers supporting any or all Retalix offerings.

PROCEDURES:

1. A Retalix Systems Support (SSS) authorization number is assigned to all authorized Retalix Dealers by Retalix Support.
  - A. In most cases, this has been a Dealer's prior ICL/Fujitsu etc. Account Number.
    - i. Bass/Retalix legacy Dealers may continue to use their Bass/Retalix numbers for RBO, RBX, CIX, MerchaNT etc. for *these products only* during a transition period.
  - B. This number will be treated as confidential by that support location.
    - i. The responsibility for not allowing personnel outside of the specified support location to have knowledge of, or to use, this SSS number will remain that of the Dealer.
    - ii. All charges payable to Retalix due to use of this authorization number will be the responsibility of the support location of which the number was assigned.
    - iii. Software Support Services will assign a new SSS number upon request to prevent unauthorized use.
2. Services that are the responsibility of the dealer, or that are deemed inappropriate to perform via telephone (e.g., Level 1 or Level 2 questions, writing a program, training, etc.) are out of scope and not available under standard telephone support.
3. When product support is required, the dealer's authorized representative may call Software Support Services using the following telephone number:

**Retalix Response Center: 800-533-0855**

**Retalix**

**Retalix Channel Partner Policies and Procedures**

4. Retalix phone support is available 24 hours per day, 7 days per week. Retalix technical support does not close – it is always available.
  - A. Dealers may call for telephone support outside of normal business hours (8:00 – 5:00 Central Time) for urgent and critical situations only.
    - i. Retalix may also notify dealers of time periods (holidays etc.) where the same urgent/critical situation standards are in place.
    - ii. Exceptions to the above business hours may be made for time zones where these hours place hardship upon the dealer. In such cases, dealers will be provided the exceptional conditions in writing.
  - B. Non-critical calls outside of normal business hours are subject to standard Abuse Call charges (see below) of \$200 per hour with a ½ hour minimum.
5. Use of the above number is limited to requests for Retalix system support only.
6. Use of the Retalix Technical Support, the Retalix Systems Support Number and the 800 support contacts are limited to dealer authorized representatives only as certified through completion of required training.
7. Dealers will be asked the following information:
  - A. Retalix Systems Support (SSS) Number
  - B. Dealer Name
  - C. Contact Name
  - D. Phone Number at which to reach contact
  - E. Brief description of the issue
8. Dealers will identify themselves to the call center by providing their SSS. The call center will create an incident in the call-tracking system. The call center will page a Retalix support technician in the proper support group (product-dependent) and will pass them the information about the incident.



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- A. The information provided to the Retalix technician will include incident number, dealer name, dealer contact, phone number and a description of the problem.
9. There will be no charge for telephone support for questions as they relate to the applicable Retalix products except in cases where the call is out of the normal scope of telephone support or cases of abuse. Retalix Support may decline such calls or charge for them separately. Such calls that are not covered include:
    - A. Calls made by non-certified personnel (except under the Summit support plan – see ESS 14).
    - B. Calls where the dealer has made little or no attempt to locate readily-available information in standard published materials (except under the Summit support plan – see ESS 14).
    - C. Other Level 1 or Level 2 calls for information for which the dealer is responsible (except under the Summit support plan – see ESS 14).
    - D. Non-critical calls outside of the published normal business hours.
    - E. Calls pertaining to dealer or customer-provided customization or co-installation of uncertified products or the impact of such customization or installation – see (10) below.
    - F. Calls made by any individual unwilling or unable to conduct themselves with reasonable civility and/or appropriate behavior toward Retalix support personnel.
      - i. Cases of such conduct can result in temporary or permanent removal of certification for that individual to use Retalix’s Telephone support.
      - ii. Retalix requires all Retalix personnel to conduct themselves with the same civility and behavior is here asked of users of Retalix telephone and other support. Retalix requests that any and all cases where Retalix personnel fail to meet this standard be reported



immediately to the Retalix Director of Support.  
Current contact information for this individual is available on the Retalix Dealer Support Web Site.

- G. Other situations and circumstances at the judgment and discretion of Retalix management.
  - H. In cases where the call is out of scope for telephone support, Retalix support will normally decline the call.
  - I. In cases of abuse as listed above, the Dealer will be notified that an abuse of the support service has occurred and will be charged for those calls at a rate of \$200 per hour with a minimum of ½ hour charged.
- 10. Calls for support on custom applications or program development, or the impact of such customization as carried out by dealers or users, or the impact of co-installation of uncertified products will be chargeable at a rate of \$200 per hour with a minimum of ½ hour charged. This service is only available to Dealers and customers who have completed the necessary applications development training courses.
  - 11. Dealers will be sent detailed reports upon written request showing the support provided to their organization by product and call type (hardware, software, and communications etc.).
    - A. Questions and comments relative to this report should be sent to the Retalix Director of Support. Please see the Retalix support Web site for current contact information.
  - 12. On-site support charges are not covered by this policy. (See ESS 4.)

