

# Customer Escalation Procedure

## Initiating Escalation

Either the customer or an ILOG Technical Support Manager may initiate an escalation process if they believe an Error report requires additional attention. Conditions which will trigger escalation include dissatisfaction with an Error Resolution, or ILOG's technical support failed to address the issue in a timely manner according to the severity level assigned to the Error.

## Escalation Process

The customer will contact the ILOG Technical Support Manager through ILOG Technical Support to request an escalation. Once the escalation has been initiated, appropriate contacts are designated within each party's organization and regular updates scheduled.

## Designated Contacts

Once escalation has been requested, both parties will designate individuals with the responsibilities listed below. Once designated, the individuals will maintain direct contact with each other until the matter is closed.

### ▶ **Technical Support Manager**

The ILOG Technical Support Manager ensures the Error is defined, follows the Error Resolution process with additional attention, assigns resources according to the severity of the issue and maintains regular communications with the customer contact.

### ▶ **Customer Contact**

The customer contact ensures the Error is defined, and guarantees the availability of the customer's development team or appropriate technical contact in order to provide whatever technical information is needed by ILOG Technical Support Team during the Error Resolution process.

## Status Updates

Each designated contact will establish a schedule to provide regular status updates to his/her counterpart.

## Closing Escalation

When both parties agree that the Error has been resolved or a workaround has been accepted by the customer, or that the situation no longer requires escalation, the escalation process will be closed.

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