

ILOG's Current Escalation Procedures

1 Initiating Escalation

The escalation procedure (« Escalation ») will be followed if either the Customer or the ILOG Customer Support team believe the situation requires additional attention to resolve the Error. Either party may initiate Escalation if the normal avenues for Error Resolution have been exhausted. Conditions, which will trigger Escalation, include dissatisfaction with a Error Resolution, or a failure to respond in a timely manner.

2 Escalation Process

The Customer will call the ILOG Customer Support Team or the ILOG Customer Support Manager to request Escalation. Once Escalation has been initiated, appropriate contacts are designated within each party's organization. When the Error is resolved, the Escalation is closed.

3 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 escalation is closed as described below.

Customer Support Manager

The ILOG Customer Support Manager ensures the Error is defined, follows the Error Resolution process with additional attention, and maintains regular contact with the Customer Contact.

Technical Support Manager

The ILOG Technical Support Manager:

- is responsible for managing the escalation process within ILOG's Second and Third Level Support Organization as required;
- Reviews the Error, and ensures prompt response to escalated requests;
- Maintains regular follow-up with the Customer Support Manager.

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 the ILOG Customer Support Team during the Error Resolution process.

Strategic Contact

If at any time during Escalation, either party feels the Error is not being dealt with or the other party is not responding adequately to requests for assistance, both parties will be required to designate a Strategic Contact. The Strategic Contacts will work together to resolve the issue.

4 Status Updates

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

5 Closing Escalation

When both parties agree that the Error has been resolved or the situation no longer requires Escalation, the Escalation is closed. Each designed contact will exchange final reports with his/her counterpart summarizing the Error, actions taken, results of those actions, and when needed, recommended future actions.