

In accordance with Newmarket International’s software license agreement, Newmarket International’s ability to provide complete, efficient, and satisfactory support is dependent on our customers allowing reasonable access to their computer systems and necessary data. Newmarket International may require from time to time a means to connect to customer systems for remote installation, upgrade, and ongoing support and maintenance.

The ability to remotely connect to a customer system requires two things: a form of connectivity, and access software for desktop sharing. In the past Newmarket International has had a variety of requests from customers to use their VPN clients to connect to their systems; we have also encountered many types of desktop sharing software from PCAnywhere to VNC. We have quickly discovered that it is technically challenging to support and utilize multiple brands of VPN clients on our remote connection PCs, and that some desktop sharing software is unstable, unreliable, and not widely accepted or utilized.

With a large customer base and a wide variety of access software available to the public, Newmarket International has found it necessary to narrow down the range of choices. Doing this allows us to ensure we are able to provide the highest level of support while at the same time focusing on ease of use, ease of access, urgency, and most importantly the security of our customer’s networks, systems, and data. The following chart lists Newmarket International approved forms of connectivity and access software.

	<u>Access Software</u>		<u>Connection Form</u>		CheckPoint VPN Client
	Direct Dial Up to a Modem	RAS	Internet		
<b>PCAnywhere (v11 or higher)</b>	Yes	Yes	Yes		Yes
<b>Microsoft RDP Client</b>	No	Yes	Yes		Yes
<b>Citrix ICA Client</b>	No	Yes	Yes		Yes
<b>WebEx</b>	No	No	Yes		No

Note: CheckPoint VPN is listed above because that is the VPN client Newmarket International currently uses internally, already resides on our computers, and our firewall is already configured for it.

## Technical Support Remote Access Statement

Newmarket International uses WebEx as our major means of remote connection. WebEx is an Internet based service that allows us to connect to any workstation or server that has an Internet connection. WebEx requires no modifications to customer systems (i.e. opening firewall ports, installing software), incurs no additional costs for customers, is very easy to use and is highly secure.

To view a PDF document on WebEx's security browse to this URL: [http://www.webex.com/pdf/wp\\_security.pdf](http://www.webex.com/pdf/wp_security.pdf).

One major difference between WebEx and all the other methods of connection is that WebEx requires user intervention on the customer side at the time of the remote connection. At the beginning of each desktop share session the user grants Newmarket permission to access the workstation or server desktop. Newmarket International feels this provides an added level of security for our customers.

In addition to remote access capability, Newmarket International support and install technicians may need both download and upload FTP access to the Newmarket International FTP site (12.15.184.150), as well as download access to the Microsoft download sites, to complete scheduled work at a customer site.

As always, please feel free to contact the Newmarket International Support Team anytime by calling or emailing us using the contact information below, or by visiting us on the web at <http://www.newmarketinc.com/support> . We look forward to continuing to provide the world class Service and Support you have come to know and expect from Newmarket International.

<b><u>Support Office</u></b>	<b><u>Main Phone Number</u></b>	<b><u>Email Address</u></b>
<b>US Support:</b>	603-427-6400	<a href="mailto:support@newmarketinc.com">support@newmarketinc.com</a>
<b>Daylight Support:</b>	603-766-6801	<a href="mailto:daylightsupport@newmarketinc.com">daylightsupport@newmarketinc.com</a>
<b>EMEA Support:</b>	44 (0)208-481-6622	<a href="mailto:supportuk@newmarketinc.com">supportuk@newmarketinc.com</a>
<b>APAC Support:</b>	65-6735-5988	<a href="mailto:supportsg@newmarketinc.com">supportsg@newmarketinc.com</a>

