

## IMPORTANT NOTICE TO ALL CXM CUSTOMERS

### THE CO-NEXUS SUPPORT-ON-DEMAND WEBSITE

Starting January 4, 2010 Co-nexus releases its new Support-on-Demand website to all customers. Need to open a new ticket? Just go to our new support website at <http://support.4cxm.com>.

#### How to use:

- Go to <http://support.4cxm.com>
- Just use your email address as your log-in account.
- Your first-time temporary password is **conexus**. We suggest you change your password immediately using the “Change Password” link at the bottom of the page once you sign in the first time. If you have any difficulty using the site, please call 866-400-4CXM (4296).

We encourage all our customers to start using the Support-on-Demand website now. You can download manuals, find helpful hints and FAQs, open new tickets, check open tickets for status, and more. You can still get assistance from CXM Support by calling 866-400-4CXM (4296). You may also still contact CXM Support via email at [support@4cxm.com](mailto:support@4cxm.com) or [supportcxm@co-nexus.com](mailto:supportcxm@co-nexus.com) until **July 1, 2010**, after which time email messages to these addresses will no longer be accepted.

Best regards,

CXM Customer Support

**Co-nexus, Inc.**

5600 Northwest Central Drive, Suite 102  
Houston, Texas 77092