

Technical Support

Renesis provides technical support options to ensure customers receive maximum benefits from Renesis' Internet intelligence services

BASIC

- "Best effort" e-mail response (usually by next business day)
- Scheduled software upgrades

GOLD

- Same business day response by e-mail and phone
- Scheduled software upgrades
- Priority assignments for bug fixes

PLATINUM

- 24/7 e-mail and phone response by a dedicated customer support specialist
- Scheduled software upgrades
- Priority assignments for bug fixes
- Priority for new product feature requests

PLATINUM SUPPORT FOR XML CONNECTION API PACKAGES AND OPTIONS

Available for each XML Connection API package or product covered by such support, with the following terms:

- Four hour e-mail and phone meantime to response during the service period
- 24/7 user support
- Scheduled software upgrades
- Priority assignments for bug fixes
- Priority for new product feature requests, including additional functionality (new methods, new data products) within the functional scope of the purchased API packages

CORPORATE HEADQUARTERS

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