

## TECHNICAL SUPPORT POLICY

This document outlines TRAFx Research Ltd.'s Technical Support Policy.

We pride ourselves on providing our customers with cost effective, reliable field equipment backed by solid service.

Our technical support policy is quite simple: TRAFx customers can email or call our office during our regular office hours for technical support. There is no fee for this service. This policy has not changed since TRAFx was founded in 2001.

### Office hours:

Monday to Thursday: 8:00am to 4:00pm

Friday: 8:00am to noon

### Technical support contact

Tel: 403-678-1802

Email: [support@trafx.net](mailto:support@trafx.net)

TRAFx reserves the right to modify its Technical Support Policy.