

## TECHNICAL SUPPORT POLICY

v170601

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

All technical support, including by email and by phone, begins at our Support Hub at [www.trafx.net/support](http://www.trafx.net/support)

There are two levels of support, Premium and Basic.

### Premium



DataNet users qualify for Premium technical support, which includes priority email response, and support by phone, with their **Premium Support ID**. This ID is displayed in the upper right corner of DataNet, upon log in.






*(Note: A TRAFx system package includes a pre-paid multi-year plan for five DataNet users. After DataNet has been activated, using the activation code in the manual, DataNet users can take advantage of Premium technical support, with their support ID.)*

### Basic



Non-DataNet users receive basic support (email only).

The table below presents the main differences between Premium and Basic technical support.

		<b>PREMIUM</b> support DataNet users	<b>BASIC</b> support non-DataNet users
	Email support	✓	✓
	Email priority / response	Higher / faster	Lower / slower
	Phone support	✓	✗
	Diagnostic Tool	✓	✗
	Troubleshooting wizard	✓	✓

Technical support occurs during the days and hours listed below (MST - Denver / Calgary).

Monday to Thursday: 8:30am to 4:00pm

Friday: 8:30am to noon

TRAFx products that are 10 years old or less, and have been used according to their manuals and instructions, qualify for technical support.

TRAFx reserves the right to modify its Technical Support Policy.