

Service Levels

Support Hours

Phone support is provided from the hours of support London 8:00 am to New York 6:00 pm, Monday through Friday, with the exception of the major holidays as defined by the closing of the New York Stock Exchange.

US Phone: +1-914-872-2747 or 1-877-7-MARKIT
UK Phone: +44 (0)20 7260 2111
Email: support@markit.com

All calls are answered in the order in which they are received and are logged for audit purposes. Support representatives will try to resolve issues while on the phone, but if that is not possible, the support representative will take the caller's contact details and follow up as soon as the issue is resolved, or with an interim status if the resolution will take an extended period of time.

Critical Issue Escalation Procedures

Critical issues include unscheduled downtime, severe bugs, major production problems or significant impairment of key functionality. In the event of a critical production issue:

During Business Hours (London 8:00 am to New York 6:00pm)

1. Call the main support line to report the problem. Client Services will log the problem and initiate action.
2. After calling the support line, send an email to support@markit.com documenting the problem.

During Non-Business Hours (outside the business hours defined above)

1. Call Markit Technical Support Emergency Line at (US: +1-914-872-2826, UK: +44 207 260 2004) to report the problem. The Support Service will log the problem and initiate action.
2. After calling, send an email to support@markit.com documenting the problem.

Customer will be notified via telephone (at the number specified when the issue was reported) when the issue is resolved.

Scheduled Maintenance

Markit will schedule maintenance windows in order to perform routine system maintenance and/or upgrades. Scheduled maintenance may be performed between the hours of 6:00 PM on Friday and 10:00 PM on Sunday, Eastern Standard Time. During these times, service performance may be diminished or the service may be unavailable for some or all users.

Markit will notify designated contact via email at least 24 hours before scheduled maintenance.

Unscheduled Downtime

In cases of unscheduled downtime, Markit will use its best efforts to notify contacts of the incident as soon as practical. Markit will provide updates as appropriate until the incident is resolved. Additionally, users may call the support desk to receive updated status information.