

96. List where network support is located?
97. Is there a separate cost for this network support?
98. How are network support costs assessed?
99. During what hours is network support available?
100. What are your service levels for network support? What are your targets? Have you met them in the last 12 months?
101. Describe what installation support is included.

B. International Support (for Trading Partners in other countries).

102. List the cities/countries where your company and its affiliates have EDI Network sales offices.
103. List where network support is located?
104. During what hours is network support available? At which of these locations?

IV Education and Training

105. Describe how you will train customer staff to use the network?
106. At what locations will training be performed?
107. How often is training offered at these locations?
108. What are the costs?
109. Describe the qualifications of your instructors.
110. Are your instructors inside staff or outside instructors?