

Introduction

This document is intended for our subscribers. In it, we have outlined all basic components of the Market Prospector subscription service plan.

Basic Components of all Subscription Plans

County-Specific Databases. Clients are essentially purchasing access to our data, so what we are ultimately delivering is one or more county-specific databases. All of our county databases are standard PC files, and our data structures were created using common relational design techniques. All data in our databases has been obtained from various municipal, county, state, and federal government agencies. The data has not been altered in any way, other than cleansing and formatting for greater readability and use within our software.

Application Software. In order to maximize the value received from our data, we provide our clients with Market Prospector software. The software is free with all paid subscriptions. Market Prospector is commercial quality software; however, it is very easy to use and is extremely powerful and flexible with many search and reporting options. Market Prospector has been designed and tested specifically for the Microsoft Windows® operating system. No other operating systems are currently supported.

Monthly Data Updates. We provide monthly data updates for all subscribers. Clients can download updated versions of their databases using our integrated data update facility found in Market Prospector. Updates are posted to our FTP servers each month, and clients are free to download updates whenever they choose. If clients not have a broadband Internet connection, they can receive monthly data update CDs in the mail for an additional fee.

Software Installation. Your paid subscription includes licensing to use Market Prospector on up to 3 separate PCs or laptops. The installation program is provided via a secure Internet link once payment has been received. The software installs automatically in less than 1 minute. Additional PC licenses are available for an additional fee.

Technical Support. Should you ever discover a bug or problem with Market Prospector or have an issue with the data in the system, you can send an email to Data Resources. We will open up a support ticket and reply within 24 hours. In the unlikely event that the issue cannot be corrected, we will offer you a full refund if the issue occurs within the first 30 days of your initial installation. No refunds are offered after 30 days.

Optional Services. There are a variety of optional services available for Market Prospector. Please read "Subscription Service Options" for further details.