

Technical Support Terms

1 Introduction

Eighty20 supports the users of its portals (including the data, credit and suburb profiler portals) tools or deliverables Eighty20 has delivered to customers. These technical support service levels and terms apply. This is in addition to the other terms and policies in our Trust Centre.

Please note that we only support people who are authorised to access and use the portals, tools or deliverables.

2 Service requests

Please send all support queries to support@eighty20.co.za.

Support is basic remote assistance on features of, or problems with, the portals, tools or deliverables. We will also answer simple questions pertaining to data.

We provide email support from 9 a.m. to 5 p.m., Monday through Friday, excluding public holidays (business days). We will act on any calls and emails we receive outside of business hours within two business days.

3 Service level and response time

Eighty20 commits to responding to your query within two business days.

4 Additional support

Technical support does not include services such as:

- consulting support and advice,
- detailed assistance with using the portals, tools or deliverables (this is covered in onboarding),
- configuring and customising the portals, tools or deliverables,
- importing and exporting data,
- training.

Should a request require significant time or effort on Eighty20's part, this is outside the realm of support and is an additional chargeable service.

We charge for these separately and our Terms of Service apply. We will agree the fee or the basis of billing (for example, standard hourly rates).

5 Last updated

- 23 June 2025 (first version) Version 1.0