

Online Database Frequently Asked Questions (FAQ)

9 December 2005

Q: Is the database sponsored by a vendor?

A: No, the Demartek online database is not sponsored by any vendor or other external company. It is produced and sponsored by Demartek. The intent is for the product database to be vendor-neutral.

Q: Can I subscribe for one month now, and then subscribe again for one month later?

A: Yes, you can subscribe for just the time period you need, when you need it.

Q: How frequently is the product database updated?

A: The Demartek online database is updated whenever new versions of products are released, new products are added to the database, new feature criteria are added to the database, or new information regarding products is received.

Q: Can I be notified when updates to the product database are made?

A: Yes. Send an email to info@demartek.com indicating which comparison set interests you. The Demartek home page (www.demartek.com) is updated when database changes are made. Demartek also has an RSS feed (www.demartek.com/rss.xml).

Q: If I subscribe now, and a new product is added to the database comparison set after I subscribe, but during my subscription period, will I have access to that new information?

A: Yes. Subscribers have access to all the products in a given comparison set for the duration of their subscription, including all updates to that comparison set.

Q: If I want a single seat (one TCP/IP address) subscription, and my TCP/IP address changes during my subscription period, how can I access the Demartek database?

A: Contact Demartek and we will change your single-seat subscription to match your current TCP/IP address.

Q: Can I suggest a particular product be added to a comparison set?

A: Yes, you can suggest a product for us to include. Send an email to info@demartek.com with your suggestion.

Q: Can I suggest additional feature criteria be added to a comparison set?

A: Yes, you can suggest additional feature criteria for us to include. Send an email to info@demartek.com with your suggestion.

Q: Does Demartek have a lab to run tests of products?

A: Yes, Demartek has its own lab facilities and equipment. Contact Demartek for information regarding specific product tests.