data portability initiative

Questions for fuel retailers to ask their current software provider

The right questions can help heating fuel retailers better understand their provider terms, while accessing their own vulnerabilities and limitations regarding credit card data and/or customer records. Exercise your rights today and gain immediate clarity.

- (1) If I choose to switch back office software providers at any point in the future, is there a fee to obtain my customer records and/or data, and if so what are the fees and how long will it take to receive the encrypted file?
- (2) If I choose to switch back office software providers at any point in the future, is there a cancellation fee and if so what is the fee?
- (3) If I choose to switch back office software providers at any point in the future, do you provide an internal technical team to assist in the migration of my customer records and/or data to the new back office software provider? Are there any fees associated with the migration process to a new back office software provider, and if so what are they?
- (4) If I choose to switch back office software providers at any point in the future, are there any additional fees I need to be aware of and if so what are the fees and the details surrounding them?
- (5)Are there any term length requirements and if so what are the requirements and details?
- (6) What is the SLA (standard level agreement) for response/resolution on support tickets?
- (7) What is your average up time?
- (8) In the event of custom work, what is your average per hour or per project cost?
- (9) How often does your company update your software platform, is there a charge for the updates?

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