



Keynote Customer Support

Gain Access to Performance Management Expertise 24/7 Leverage the Full Value of Your Keynote Services.

Get the Support You Need, When You Need It

Keynote has a commitment to first class service through various service options with extended service hours and faster response times.

Basic Support

Keynote Basic Support is included with most subscriptions and offers access to unmatched service and performance management expertise.

Live Phone Support	1-888-KEY-SYST (1-888-539-7978)
24x7 Web Support	http://crm.keynote.com/eservice
Hours of Operation	7am to 7pm Central Time (USA) M-F
Response Time Target	Same business day
Fee	Included with most measurement services

Enhanced Support

Enhanced Support is available for \$400 per incident and can be used for:

- After-hours assistance: Simply call 1-888-KEY-SYST (1-888-539-7978) and leave a message. A Customer Support Analyst will respond to all high priority requests within 60 minutes.
- Test and transaction scripting: Keynote can record and provision scripts for you or assist you with custom fields in a transaction (applets, etc.)
- Advanced diagnostics: Need help tracking down the source of a problem uncovered by Keynote data? Our data interpretation and diagnostics team can work with you to help quickly resolve it.

How to Reach Customer Support After Hours

Access to a Keynote expert is now available 24/7! To reach a Keynote Customer Support Analyst after hours, please follow these steps:

1. Call 1-888-KEY-SYST (1-888-539-7978)
2. Press 2 for Enhanced Support, you will hear a message indicating you will be charged \$400 for after-hours support
3. Leave a message outlining the problem you are having
4. A Keynote Customer Support Analyst will return your call within 60 minutes

Customer Support

Contact Info

You can reach Customer Support:

On the Web at

<http://crm.keynote.com/eservice>

Via telephone at

1-888-KEY-SYST
(1-888-539-7978)

Or via email at

support@keynote.com

Live Phone Support (24x7)	1-888-KEY-SYST (1-888-539-7978), (with call-back response outside of business hours)
24x7 Web Support	http://crm.keynote.com/eservice
Types of Services	Express scripting, advanced diagnostics, and detailed analysis
Response Time Target	Less than 60 minutes outside business hours
Fee	\$400 per incident
Payment Options	Credit card or purchase order (signed letter of Commitment required to initiate enhanced support)

Support Package Discounts:

Keynote also offers Keynote Diagnostic Services (KDS) support subscriptions. More information is available at:

http://www.keynote.com/support/keynote_diagnostic_services

To reach Basic Support by E-mail:

Send an email to support@keynote.com. When submitting a Basic Support Service Request via email, please provide the following information:

- Your company name and contact information including but not limited to name, phone number (including extension), and email address
- Brief description of the problem (in the email subject line)
- Relevant data such as MyKeynote post graphs and/or screen shots
- Service request number if this is a continuation of an existing request (in the email subject line)
- Severity Level (Medium, High or Critical)

To reach Basic Support by Phone:

You can call 1-888-KEY-SYST (1-888-539-7978) to address any questions or issues you have.

To reach Basic Support by Web:

Simply visit our Support Central Portal (<http://crm.keynote.com/eservice>). If you do not have a Username and Password simply click the link under "Create a User Account"

To Create a New Service Request:

1. Go to <http://crm.keynote.com/eservice>
2. Enter your user name and password, and click the Login button.
3. Under "My Account" click "My Service Requests".
4. In the My Service Requests section, click the "Submit New SR" button.
5. From the drop-down menus, select the Type, Severity and Product.
6. In the text fields, enter a service request Title and Description.
7. Click the Save button to open the ticket.

About Keynote

Keynote Systems (NASDAQ "KEYN") is the global test and measurement company for mobile communications and online business performance.

As an independent and trusted third-party, Keynote provides IT and marketing executives with an unbiased view into their Internet services from around the world. For over a decade, we have been providing measurement data and testing capabilities that allow companies to understand and improve their customer's online and mobile experience.

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To View an Open or Pending Service Requests:

1. Go to <http://crm.keynote.com/eservice>
2. Enter your user name and password, and click the Login button.
3. Under "My Account" click "My Service Requests".
4. In the My Service Requests section, click the Down arrow in the Status column. This moves all "open" issues to the top.

To Add Additional Information to Service Requests:

1. Go to <http://crm.keynote.com/eservice>
2. Enter your user name and password, then click the Login button.
3. Under "My Account" click "My Service Requests".
4. Click the Service Request number for the open issue.
5. From the Update tab near the bottom of the page, click the Add button.
6. Fill out the description field and click Save.

To View Solutions:

1. Go to <http://crm.keynote.com/eservice>
2. Enter your user name and password, then click the Login button.
3. From the middle of the home page select from the choices to see the Top 20 Solutions, View New Content, or browse FAQs by Product.
4. Alternatively, search FAQs by keyword by entering text in the "Search Keynote Support Central Knowledgebase" field in the upper right of the home page and most other pages, and then click the "Go" button to get the results.

For additional assistance, view the online tutorial on utilizing Support Central:

<http://btstest.keynote.com/ondemand/supportcentral/>