

INFOOnline

Service description

XML Download



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1 About this document

1.1 About this document

This document offers a brief description of the INFOOnline '*XML Download*' service, the organisational and contractual conditions and the framework and limiting conditions for its use.

You can find the technical description of the interface in the document *INFOOnline Manual XML Download*.

2 Service portfolio

2.1 Notes

The *XML Download* service offers you measured values calculated on an hourly or daily basis and time periods aggregated by dates. Smaller time units (e.g. real-time data) are not available.

2.2 Technical provision

Once you have placed the order for the *XML Download* service, the service will be enabled for your site in the measuring system. The access is protected by an authentication.

You will get your access data as well as the technical description of the interface along with the confirmation mail of your setup after the INFOOnline service team has enabled the service.

2.3 Service & Support

Technical support and organisational services by the INFOOnline Service & Support Team are included in the *XML Download* service.

You can find the contact information in chapter 4 *Contact*.

3 Limiting and framework conditions

3.1 Ordering the service

Please order the *XML Download* service via the order center in the INFOnline Customer Center on <https://kundencenter.infonline.de/#module/ordercenter>.

The further process is as follows:

- INFOnline verifies if there are technical reasons in the measuring system that could hamper the activation of the service for your digital site. Concerning this, the purchaser will be informed.
- INFOnline enables the service for your site
- Then you will get a setup confirmation via email including the access data and the technical description of the interface.

The process described will usually take about three working days. In case of any queries or the like, the INFOnline Service & Support team will contact you in order to clarify them.

3.2 Duration and termination

The *XML Download* service begins with the confirmation of INFOnline that the setup in the measuring system has been successful.

You can terminate the service any time with a notice period of four weeks prior to the end of the quarter. In the event of the termination of the entire measurement of your digital site, this service expires automatically at the termination date.

3.3 Costs

A one-time setup fee of €100 (net, plus the current VAT.) must be paid for the *XML Download* service for every digital site. There are no running costs.

The invoice takes place after the setup of the service for your site.

4 Contact

You can contact the Service & Support team any working day between 9 a.m. and 6 p.m. by

telephone: +49 (0) 228 / 410 29 – 77

e-mail for organisational queries: service@INFOonline.de

e-mail for technical queries: support@INFOonline.de

