

## **We have several important ListHub announcements:**

1. Changes to the ListHub Customer Support Process
2. Addition of a new Internet marketing Web site: Relocation.com
3. Removal of an Internet marketing Web site: MyNewPlace.com

### **1. Changes to the ListHub Technical Support Policy**

To make the ListHub customer support process more efficient for our broker and agent customers, we are initiating the following revised instructions for requesting customer support. These changes will be announced February 22 and will take effect February 23, 2010.

**Support through the ListHub dashboard:** As always, support for all ListHub users, free and paid, is available by logging into the user account and clicking "Support". Users can fill out a form, which will automatically submit critical account details to our support team to ensure that our support team has the necessary information to respond effectively. Customers will continue to receive a response within one business day.

**Support by Phone:** We have created a special phone extension on our main toll free number exclusively for brokers and agents who have purchased the ListHub upgrade. By reserving access to this special extension, paid customers will have shorter wait times and faster response from the support team. This service is also available to customers of MLSs who have purchased the reports for all members. Phone support via "Option 2" has been discontinued.

**Support by Email:** We will no longer accept support requests at [listhub.support@threewide.com](mailto:listhub.support@threewide.com). With more efficient methods available, this change will result in better service for all customers.

### **2. New Internet Marketing Web Site: Relocation.com**

Relocation.com is the largest online marketplace connecting consumers who are moving locally, nationally or internationally with professionals that can best service their needs. Working with many leading moving and storage companies, Relocation.com provides free quotes from quality, professional companies who can service consumers during their upcoming move. It is focused on helping make the relocation process easier for the 40 million people moving each year.

Relocation.com offers comprehensive information, tools and resources to help consumers find a home, and compare, connect and learn about products and services from hundreds of relevant providers. Named in 2009 by Inc. magazine as one of America's fastest-growing companies, the company was founded in 2000 by online moving industry pioneer, chairman Sharon Asher, and is based in New York.

For more information, visit [www.relocation.com](http://www.relocation.com).

### **3. Temporary Removal of MyNewPlace.com**

MyNewPlace.com will be removed from ListHub while they implement some important changes to their site that will allow them to display the broker name along with all listings. We are appreciative of the work that they are doing to facilitate compliance with ListHub best practices and with real estate advertising laws.

When MyNewPlace.com has completed the work, you will be notified and feeds to the site from ListHub will resume.