



Basic Information

CWT Market is a mobile app that streamlines the app search process by reducing the clutter of app stores and providing traveler's easy access to useful travel apps – helping them save time and enhance productivity while traveling for business.

CWT Market serves as a platform that offers travelers direct access to a portfolio of popular travel and productivity apps, such as:

- Taxi booking services
- Destination information
- Restaurant reservation services
- Translation services
- Currency converter
- WIFI locator
- And many more...

Additional innovative and helpful mobile services will be added to the *CWT Market* platform regularly.



The *CWT Market* platform aggregates valuable travel services into one easy-to-use app.

Is *CWT Market* free?

Yes, there is no cost to download this app however, costs for individual apps within *CWT Market* will vary.

Is CWT Market available worldwide?

Yes, *CWT Market* is available worldwide. Please note that some apps within *CWT Market* may not be available in all countries or locations. Please refer to each app's information prior to installing.

On which Smartphones is CWT Market available?

CWT Market is currently available on Android, BlackBerry, and iPhone.

Where can I find and install the CWT Market?

CWT Market is available on the Android Market, BlackBerry App World, and iTunes App Store.

Applications

What types of apps are available within CWT Market?

Carlson Wagonlit Travel has selected some of the most popular travel apps from the following categories:

- Destination information
- Taxi booking services (available in select cities in the United States and Canada)
- Restaurant reservations and information
- Translation services
- Currency converters
- WIFI locator
- Weather
- Health and Fitness
- And many more

Are the apps offered within CWT Market free, or is there a cost associated with some of them?

While the majority of apps are free, there are some apps that have a cost associated with them. Please refer to each app's information prior to installing.

How can I download an app featured within CWT Market?

Simply press "download" to be directed to app store for your Smartphone in order to install the specific app. Once you download an app it will appear outside of *CWT Market* and next to all the other apps on your mobile device.

Android:

Click "download"

Click "Free" or "price of App"

Click "OK" to accept permissions to download the app from Android Market

Then the app will be ready to use

BlackBerry:

Click "download" to be directed to App World

Click "download" to begin the installation

Then the app will be ready to use

iPhone:

Click "download"

Accept leaving the App *CWT Market*

Click "Free" or "price of App" to download the app from the App Store
The app will then be ready to use

Will new apps be added to *CWT Market* or will the apps change from time-to-time?

Yes, apps will be reviewed and refreshed regularly.

Can I suggest an app for inclusion in *CWT Market*?

Yes, simply send us your suggestion via e-mail by clicking the "feedback" button.

Will the cost of paid apps featured within *CWT Market* display in my local currency?

Android & BlackBerry: Always displays the price of the app in USD.

iPhone: Depending on your location settings, the following currencies will be displayed for paid apps:

- AUD (Australian Dollar)
- CHF (Swiss Francs)
- DKK (Danish Kroner)
- EUR (Euro)
- GBP (British Pound)
- JPY (Japanese Yen)
- MXP (Mexican Peso)
- NOK (Norwegian Kronor)
- NZD (New Zealand Dollar)
- SEK (Swedish Kronor)
- USD (United States Dollar)

If you open the app from any other country, they will be listed as 'Paid' or 'Free' and the price for those apps listed as 'Paid' will be displayed when you connect to the App Store.

When I went to download an app from my Smartphone's app store the price was different to the price displayed in *CWT Market*.

App prices can be changed by a developer after the release of *CWT Market*. When downloading an app from *CWT Market* you will be charged the price listed in the store from which you are downloading.

Can I customize the apps offered based on my traveler's needs or geographic location?

Apps featured within *CWT Market* are standard, and they cannot be customized by user or geographic location.

Troubleshooting

I am unable to download the *CWT Market* app.

Android: See Android Market support

BlackBerry: See BlackBerry App World support

iPhone: See iTunes support

I am unable to download specific apps from the *CWT Market*.

Please direct this type of issue to cwtmarket-feedback@carlsonwagonlit.com. We will follow up to be sure a resolution or clarification is made promptly.

Does my mobile device's operating system support *CWT Market*?

You can use *CWT Market* if your phone is equipped with OS 5.0 (or newer) for BlackBerry, iOS 3.1 (or newer) for iPhone, or 1.5 (or newer) for Android.

How can I provide feedback or report a problem?

To provide user feedback or to report a problem, please click on the 'feedback' button within the *CWT Market* app and provide a brief, but detailed, description of your issue via email.

Who do I contact if I have additional questions?

If you have additional questions please send all inquiries to: cwtmarket-feedback@carlsonwagonlit.com.