

## NOVTEL GROUP

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## NOVTEL APPROVED DISTRIBUTORS

### I SOUTH AFRICA I

Western Cape	Southern Cape
Eastern Cape	KwaZulu Natal
Northern Region	Gauteng

### I INTERNATIONAL I

Australia	Botswana
Caribbean	Kenya
UAE Dubai	Nigeria
New Zealand	Tanzania

Please visit [www.novtel.com](http://www.novtel.com) for our distributors' contact information.

## Background

At Novtel, we have specialists employed in all aspects of the IT, Software Development and Computerised Accounting industry.

Our support team can resolve almost any problem and are often confronted with underlying problems. This may include networks that are down, active viruses and computers without UPS protection that result in our software not functioning as it should.

## The end user's experience is simply: Novtel / Pastel does not work

There can be several possible reasons for the above, ranging from equipment failure, Windows automatic updates interrupted, Network failures, viruses, other software installed incorrectly, power failures with no UPS (uninterrupted power supply) on the user's PC, file servers and switches, data corruptions, the internet connection is down for remote users, to name but a few.

Staff turnover needs to be managed at our valued clients' businesses. If new staff members need training on Novtel or Pastel Accounting, it will be provided and charged for at our normal rates online or on-site.

The bottom line is, if we at Novtel resolved the issue without supplying a software upgrade, the problem was not related to our software functioning incorrectly. Support sessions resolving non-Novtel problems will be chargeable.

## Novtel's Terms and Conditions

Novtel Software shall not be responsible for, or obliged to, correct errors which result from:

- Failure of equipment or other software, including, but not limited to machine operating software, third party applications not developed by the Company and which are not covered by this agreement including faults in electrical supply and operator error from whatever cause or caused by cable or connector malfunction or breaks;
- Environmental conditions including, but not limited to, conditions associated with humidity and air-conditioning;
- Accident, negligence, misuse or default by the Customer or any third party, or due to a force majeure;
- Failure of fixed or removable storage media;
- Any version of the products other than the current version of the product;
- Any time spent by the Company investigating an error caused by any of the above shall be charged.

## No Charge for Novtel Program errors

If the problem experienced by our valued customers is the result of a problem in the Novtel system, there will be no charge for that particular incident. The following question is often asked by the end user: How will we know the problem we experienced is, or is not, a program error? The following gives a clear indication of the answer:

### a) Non-Chargeable Support Incident

If the problems end users experience must be fixed by an upgrade, and Novtel has to provide the end user with a patch to fix the problem, it will not be chargeable only if the program error is pointed out to Novtel by the user. Support to assist with installing normal routine Novtel patch releases will be chargeable.

### b) Chargeable Support Incident

- If however, the problem can be resolved by a Novtel support staff member going online and simply showing how to resolve the problem experienced without any system upgrades; we at Novtel see that as training and will this be a chargeable support incident.
- If the problem experienced by the end user is as a result of a normal routine upgrade, enhancement or new developed feature in the Novtel system, and knowledge has to be transferred in the form of online training, this will be seen as a chargeable support incident.
- If the problem is as the result of Pastel training, Pastel Support or any other 3rd party software Novtel interface to, or as a result of IT problems like Network mappings terminal server print servers not operating correctly etc., that will be seen as a chargeable support incident by Novtel.

## New Support Invoicing System at Novtel

Novtel installed a telephone and remote support recording system that records all support incidents between Novtel and the end user. Every chargeable support Invoice we generate at Novtel will be sent by e-mail within 72 hours after the chargeable support incident occurred.

On request, the complete recording of the actual support incident and actual remote support video, with the comments of the Novtel support staff member/s regarding the incident, can be supplied. We at Novtel support centre believe and sincerely hope that this new Invoicing Recording System will have the following positive effect on the overall management, profit and productivity of our valued customers' businesses by enabling them to:

- Identify the training needs of their staff members
- Identify and communicate in detail, the incorrect practices and usage of our software
- Identify and communicate outdated and faulty hardware and operating systems
- Identify and communicate program features underutilized or not utilized that can increase profits and productivity
- Help our valued customers to manage staff turnover problems better and more effectively
- Early identification of incorrect policies followed by the Novtel end-users staff members
- To identify incompetent staff members early on, before any major damage is caused
- Create more productive staff members
- Build up a complete record of known issues experienced by staff members

Online support and/or telephone training is charged at various rates. Depending on the type of problems resolved by our support teams, the online charge will accumulate every 12 minutes or portion thereof until resolved.

## After implementation online training and support Retainer

Some of our valued Customers prefer to pay Novtel a monthly online support and training Retainer fee in exchange for the immediate on-demand services of our support centre. Customers on the online training and support Retainer will receive all online support at no further charge for the complete call centre service provided.