

## NOVTEL SUPPORT & TRAINING POLICY

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# 1 Introduction

The professionally trained team of IT-, software development- and computerised Accounting specialists at Novtel are here to assist you with both software support issues and comprehensive training, as required.

In line with our 'train the trainer' principle, we have learnt the value of providing technical support and training to a dedicated Novtel user in the company. This will allow your personnel to refer to their trained internal 'go-to' person for everyday assistance and software support queries, which may otherwise be classified as training by Novtel; and charged for accordingly.

Novtel support and training will be chargeable, depending on your chosen Novtel Payment Plan, as follows.

## 2 Technical Support

Our support specialists are available to answer your technical support questions, but not your training related queries.

In other words, they will gladly direct you to a feature of Novtel Software, or answer a question with regards to the capability of the software product, such as:

- *Is Novtel capable of performing a certain task*
- *Where to find a specific feature in Novtel, to start a task*
- *For assistance with creating and opening the sample database in Novtel*
- *For a question on local connection issues*

**When a support question must be answered time and time again for the same company, the question is no longer a support issue, but rather one of training required by that company's personnel.**

Our support specialists are not available to elaborate on a feature, or walk a user through the process, or assist in performing the actual task, which is acquired by means of training. They cannot train staff on the basics of bookkeeping or explain features of the integrating Sage Accounting software product. They are not allowed to stay online while users complete the transactions or remain on the phone whilst the user performs a booking. For such assistance, the staff member will be required to submit a training request.

### 2.1 Novtel System Errors

- **Novtel Payment Plan 1:** No charge
- **Novtel Payment Plan 2:** No charge

Any Novtel software error reported to us by the user, which can be verified as a Novtel system error (i.e. faulty Novtel software function/feature) and as a result, can only be fixed by means of a new Novtel software upgrade release, will be resolved free of charge.

## 2.2 Non-Novtel System Errors

- **Novtel Payment Plan 1:** Chargeable @ R 95.00\* per 12-minutes session
- **Novtel Payment Plan 2:** No charge, as online support is incorporated in your monthly Novtel fee.

Any Novtel software error reported to us by the user, which cannot be verified as a Novtel system error (i.e. faulty Novtel software function/feature) and as a result, can be resolved without releasing a new Novtel software upgrade, will be chargeable.

The cause of the reported error is therefore not related to Novtel, and may have occurred due to the user/company's equipment failure, Windows automatic updates interrupted, network failures, viruses, the incorrect installation of other software products, power failures with no UPS on the user's PC, faulty file servers and switches, data corruptions, no internet connection (for remote users), or other – not relating to the Novtel software product.

Support relating to non-Novtel System Errors will include:

- Resolving a reported error without a new system upgrade (thereby confirming that it was not caused by a malfunction in the Novtel software product).
- Assistance with the installation of normal routine Novtel upgrade patch releases.
- Any queries, errors or assistance concerning a third-party software product, such as Sage Pastel, Evolution, Microsoft Outlook or other.
- Resolving reported errors resulting from IT issues such as a company's network mappings, terminal server, printers, etc.
- When a support question is answered time and time again for the same company, it becomes a training query and will be charged for accordingly.

## 2.3 Onsite Support

- **Novtel Payment Plan 1:** Chargeable per hour + travelling and accommodation costs
- **Novtel Payment Plan 2:** Chargeable per hour + travelling and accommodation costs

Any request for onsite support at the premises of the Client, will be chargeable. Traveling and accommodation costs applicable to onsite support are payable by the Client and quoted for separately. Distance travelled is monitored and will be invoiced from the applicable Novtel branch per visit @ R2.90 per km.

## 2.4 Non-obligatory Support (i.e. Exclusions)

Novtel Software shall not be responsible for, or be 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 Novtel software product.
- Any time spent by the Company investigating an error caused by any of the above shall be charged.

## 3 Training

Our professionally trained staff are available to provide employees with comprehensive customized training – onsite or online.

Novtel is also an online Sage Pastel Authorised training centre providing NQF-rated FASSET accredited courses; and the sole provider of non-accredited online certification courses in Novtel Software.

Per our mission, we commit to continually develop and design online courses for all our Novtel software products in the foreseeable future, thereby offering a standard, convenient, measurable and on-demand training opportunity to all our Clients.

Each user is responsible for learning how to use the Novtel software product by acquiring the training available to them.

### 3.1 Free Novtel Software Starter Manual

- **Novtel Payment Plan 1:** No charge
- **Novtel Payment Plan 2:** No charge

Each user will be able to acquire an introduction to the Novtel software product, by downloading a free starter manual from our website. This PDF document will demonstrate the basic steps of how to get started; and allow the user to become accustomed with the basic features and functions of the Novtel software product.

### 3.2 Telephonic/Online Training sessions

- **Novtel Payment Plan 1:** Chargeable @ R 95.00\* per 12-minutes session
- **Novtel Payment Plan 2:** No charge, as this service is incorporated in your monthly Novtel fee.

Telephonic/Online training is provided for shorter and less intricate training queries; and is offered over the telephone, or via an online web-application such as Skype or TeamViewer.

This will include:

- Request to elaborate on a specific Novtel feature
- Request to walk you through a process; or help you to perform a task
- Knowledge transfer of the basics of bookkeeping or explaining features of the integrating Sage Accounting software product
- Knowledge transfer due to a problem experienced by the user, due to a normal routine upgrade, enhancement or new developed feature in Novtel

### 3.3 Web-based software courses

- **Novtel Payment Plan 1:** Chargeable, per user
- **Novtel Payment Plan 2:** Chargeable, per user

The Novtel Software [online courses](#) are self-paced and completed via the Novtel Student web portal. A Novtel certificate will demonstrate the user's confidence in using the full potential of the software.

In line with our 'train the trainer' principle, at least one key Novtel user is required to enrol for the Novtel software web-based certification course to obtain in-depth Beginner to Intermediate level product training. If no online course is yet available for the specific Novtel software product at the time of the quotation, this requirement will apply to your company once the course is released in the future.

For the remainder of the Novtel users in your company (and to manage staff turnover effectively), the Novtel web-based training courses are optional, yet strongly recommended, and charged per student.

Courses can be purchased, invoiced, activated and completed on-demand as needed, directly from the [Novtel website](#).

### 3.4 Onsite Training

- **Novtel Payment Plan 1:** Chargeable per hour + travelling and accommodation costs
- **Novtel Payment Plan 2:** Chargeable per hour + travelling and accommodation costs

Any request for onsite training at the premises of the Client; or where onsite training is recommended by a Novtel Consulting Agent due to the extent of the training required, will be charged per hour.

Traveling and accommodation costs applicable to onsite training are payable by the Client and quoted for separately. Distance travelled is monitored and will be invoiced from the applicable Novtel branch per visit @ R2.90\* per km.

*\*An annual price increase will apply on the 1<sup>st</sup> of March each year.*