

## **NOVTEL SUPPORT POLICY (2024 V2)**

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## 1. Introduction

The professionally trained team of IT Support staff, Consulting Agents, Product Experts and Accounting specialists at Novtel are here to assist you with both software support issues and comprehensive training, as required.

- 1.1 Our IT support helpdesk provides priority online and telephone support for all Novtel system errors (at no charge).**
- 1.2 If our IT support helpdesk is requested to assist with technical or bookkeeping queries which is not due to a Novtel system error (but rather classified as training or consulting), a charge of R 110.00 per 12-minute session will apply.**
- 1.3 To keep unnecessary support charges to a minimum, it is in our client's best interest to nominate a dedicated and trained employee to whom all Novtel queries can first be directed, to advise and resolve staff queries internally.**
- 1.4 We further recommend that identified training needs are periodically addressed during a scheduled session with a Novtel Consultant, charged at an hourly rate, to enable all employees to participate and benefit.**
- 1.5 When requesting on-site consultations, training or support, please consider that the traveling expenses incurred by the company will need to be paid by the client at R3,90/km per return trip from the nearest Novtel branch office. If applicable, flights and accommodation costs will be quoted separately.**

## 1.1 Access to product manuals, support forum and knowledgebase (included)

Our client's monthly rental fee include access to our structured Novtel product manuals, our online product forum, online support helpdesk and knowledgebase. This fee will also include authorized access to the Novtel Vimeo Channel, to which video recordings demonstrating new product features, problem-solving, etc. is added regularly.

The Novtel Vimeo Channel can be accessed using the following demo login details (only a limited of videos will be available in this example album, created for demonstration purposes only):

**Link:** <https://vimeo.com/album/5802114>

**Password:** Example

## 1.2 Support included

Our IT support staff provides priority online and telephone support for all Novtel system errors at no extra charge. System errors can be verified as a faulty Novtel feature/bug which can only be fixed by means of a software upgrade release.

The Novtel Support helpdesk will also 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*

However, when the process must be explained, or a support question must be answered time and time again for the same company, the question is no longer regarded as a support query, but rather one of training required by the company's personnel which will be chargeable as set out below.

### 1.3 Support not included

Assistance with technical or bookkeeping queries which are not due to a Novtel system error (but rather classified as training or consulting), will be chargeable.

**When requesting the following assistance (regarded as training or consulting), please consider that the expenses incurred by the company will need to be paid by the client at R 110.00 per 12-minute session, or part thereof:**

- a) If our IT support staff are expected to explain bookkeeping principles, features of an integrating Sage Accounting software product, or similar training requests.
- b) If our IT support staff is requested to walk a user through a process, or is asked to assist the user in performing the actual task; or to remain on the telephone/online with a user whilst the employee completes a transaction or booking.
- c) 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.

**When requesting the following technical assistance, please consider that the expenses incurred by the company will need to be paid by the client at R 110.00 per 12-minute session, or part thereof:**

- a) If assistance is requested to rectify a reported error which our IT helpdesk staff could resolve without releasing a new system upgrade release (thereby confirming that it was not caused by a malfunction in the Novtel software product).
- b) If the cause of the reported error is not related to Novtel, and 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 reason – not relating to the Novtel software product.
- c) If staff are requested to assist with the installation of normal routine Novtel upgrade patch releases.
- d) If staff are requested to assist with any queries, errors or assistance concerning a third-party software product, such as Sage Pastel, Evolution, Microsoft Outlook or other.
- e) If staff are requested to assist with resolving reported errors resulting from IT issues such as a company's network mappings, terminal server, printers, etc.

### **Support exclusions:**

**Novtel Support staff shall not be responsible for, or be obliged to correct errors which result from the following. Any time spent by the company investigating or caused by any of the following, shall be charged:**

- a) 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.
- b) Environmental conditions including, but not limited to, conditions associated with humidity and air-conditioning.
- c) Accident, negligence, misuse or default by the Customer or any third party, or due to a force majeure.
- d) Failure of fixed or removable storage media.
- e) Any version of the product other than the current version of the Novtel software product.

### **1.4 Train the trainer principle**

To keep unnecessary support charges to a minimum, it is in our client's best interest to nominate a dedicated and trained employee to whom all Novtel queries can first be directed, to advise and resolve staff queries internally.

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 or consulting by Novtel and which may be charged for accordingly.

Novtel also offers formal online course, completed from our Learning Management System (LMS) via our website, which includes structured online training modules, instructional documents, quizzes, a final online exam and a certificate of completion. Novtel online courses are self-paced and purchased per user, as required.

## 1.5 Hourly Consultations & Training

We recommend that identified training needs are periodically addressed during a scheduled session with a professional trained Novtel Consultant, charged at an hourly rate, to enable all employees to participate and benefit from the training provided.

Consultations can be scheduled online or onsite, as preferred.

Expertise	Online Rate/hour	On-Site Rate/hour
• Consulting Agent	R 900.00	R 1250.00
• Snr Product Expert	R 1600.00	R 2000.00
• Executive	R 2500.00	R 2800.00

## 1.6 Traveling expenses for on-site visits

When requesting on-site consultations, training or support (or where on-site is recommended by the Novtel Consultant due to the extent of the training required) please consider that the traveling expenses incurred by the company will need to be paid by the client at R3,90/km per return trip from the nearest Novtel branch office.

If applicable, flights and accommodation costs will be payable by the client, and quoted for separately.

\*An annual price increase may be applied on the 1<sup>st</sup> of March each year.