
Annual Support Service

Overview

The FLEETMATE® Enterprise Edition Annual Support is a service that provides routine support services and periodic software updates at a fixed fee for a one-year period. Annual Support may be purchased from the Purchase page of the FLEETMATE Website.

What Is Covered?

The FLEETMATE® Enterprise Edition Annual Support product provides the following services.

1. **Unlimited Routine Support**

The term *routine* describes assistance related to the installation, configuration, technical guidance and recommendations, and/or functional use of the FLEETMATE software. Requests may be made via email from anywhere in the World, or via telephone from customers located in the United States and Canada. Normal business hours are weekdays (except company holidays), 9 am to 5 pm U.S. Eastern time. You will receive a response within 24 business hours of receipt of your request.

2. **Access to Periodic Software Updates**

As FLEETMATE is enhanced, you will have access to the latest release of the software via download from the FLEETMATE Website. Software updates are offered free of charge.

What Is NOT Covered?

The following items are not covered under FLEETMATE® Enterprise Edition Annual Support.

1. **Installation, Configuration, and Troubleshooting of...**

- Your PC and/or server operating system
- Hardware (printers, Scanners, etc.) and/or related drivers
- Remote desktop software systems
- Microsoft SQL Server
- Your network environment and/or Network Operating System (Domain, Active Directory, etc.)

2. **Data Conversion and/or Data Repair Services**

These services may be available at additional cost, depending upon feasibility. Please contact us for additional information and a Quotation.

3. **Live Online and/or On-Site Training Services and/or Presentations**

Instructional resources are available on the FLEETMATE Website free of charge, including documentation and pre-recorded video lessons.

4. **Customization of the FLEETMATE Software and its Base Reports**

These services may be available at additional cost, depending upon feasibility. Please contact us for additional information and a Quotation.