



# Skagerrak Software

Web: [www.motelmate.co.nz](http://www.motelmate.co.nz) Ph: 0800 367 658 Fax: 09 377 2887

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## User Licence & Support Contract

This user licence and support contract runs for 12 months from the date of purchase, an automatic renewal invoice will be sent on the eleventh month before expiry.

### MotelMate/ParkMate/HotelMate Support

Services included with your support contract include;

- All software updates to our accommodation software
- Unlimited access to the helpdesk on our 0800 number
- Unlimited remote screen sharing support
- Access to the user forum

### TrafficMate Guest Internet Access Support

Services included with your support contract include;

- All software updates via the update link on the TrafficMate screen
- Unlimited access to the helpdesk on our 0800 number
- Unlimited remote screen sharing support

### Exclusions

- On site support, this is chargeable including travel and labour
- Hardware support, while we give our best to support your software, if you have an issue with your operating system or printer we cannot support this too.
- PABX support, we will help you set up the connection to your PABX but this is not our core competence so we recommend you see your phone technician for PABX related issues.

Telephone and remote support are available Monday to Friday between 8.30 am and 6pm on 0800 367 658 (NZ) or 1800 080 667 (Australia)

An emergency service is available on weekends and evenings

For weekend cover call 0800 367 658

For evening out of hours support call 021 906 676 - Out of hours support is subject to availability on a best efforts basis.