



## Gurtam Technical Support Regulations

Technical support is available to all users of Gurtam products.

Company products are mainly Wialon GPS Tracking and Fleet Management systems, but also other products by Gurtam.

The technical support is provided in the following **languages**: English, Russian and Spanish.

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### Technical support is provided via the following channels:

- Via automated online **Gurtam Help System**. The system is available at: <http://support.gurtam.com> after user e-mail registration
- Via e-mail: [support@gurtam.com](mailto:support@gurtam.com)
- By phones, specified at <http://gurtam.com/>

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Gurtam **technical support works for you 24/7**, rendering qualified services and consultations.

Requests on the devices configuration as well as questions on the maps are processed separately. Such issues are handled on weekdays, 9:00 - 18:00 GMT+3. The Spanish-speaking support is provided on weekdays, 15:00 - 24:00 GMT+3.

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When sending a ticket to Gurtam technical support service a customer (user) should specify the following information:

- name and version of the product you use;
- a detailed issue description;
- particular items relating the issue (unit, report template, time interval, etc.);
- actions that caused the problem;
- it is advisable to attach screenshots, graphic explanations and log files.



In order to solve the issue in a timely manner the customer (user) should follow all the recommendations of technical support specialists and provide the necessary additional information.

One ticket should contain only one question. If there are several issues, a separate ticket should be created for each of them.

A ticket is considered as handled and preliminary closed after sending a response to the customer.

After resolving the issue the customer can evaluate the quality of specialist's replies by assigning rating on a scale from 1 to 5 and leaving a comment in GHS, following the relevant link at the end of supporter's message.

To contact the Head of Technical Support Service, please, write to [y.veraskouskaya@gurtam.com](mailto:y.veraskouskaya@gurtam.com).

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Regulations and its annexes can be changed, set out in a new edition. Changes in the Regulations and its annexes are obligatory for the users from the moment Gurtam posted them on its website.

The customer undertakes to ensure the use of electronic correspondence in the GHS by authorized persons only, to ensure the confidentiality of information received from Gurtam.

All the messages sent to (received from) the specified e-mail of a client are acknowledged as received from (sent to) the customer. All responsibility for losses, other adverse consequences caused by the illegal usage of specified e-mail address are borne by the customer.



## Services and terms of their rendering

| Services / terms of rendering  | Start     | Premium   | Unlimited |
|--|-----------|-----------|-----------|
| Query response time  | 8 hours   | 4 hours   | 4 hours   |
| Issues, concerning Wialon macro and micro elements   | Available | Available | Available |
| Issues, concerning converting and placing maps for the WebGIS server                               | Available | Available | Available |
| Placing new maps of supported formats  | Available | Available | Available |
| Supporting scripts relevance (incoming data decomposition algorithms) for supported hardware types | Available | Available | Available |
| Consulting on Wialon server products functionality, related to administration issues               | Available | Available | Available |
| Setting up modems for working with Wialon server products  | N/A       | N/A       | Available |
| Configuring backup for Wialon server solutions   | N/A       | N/A       | Available |

# wialon

| In case of Wialon server solutions failure   | Recommendations on restoring | Recommendations on restoring | After crush recovery |
|--|------------------------------|------------------------------|----------------------|
| Diagnostics of the current Wialon Pro server functioning   | N/A                          | N/A                          | Available            |
| Diagnostics of the current Wialon Pro functioning  | Based on log files analysis  | Based on log files analysis  | Available            |
| Log files management, setting up logrotate, nginx, iptables, postfix automatic administrator's scripts (cron) synchronizing time for Wialon Pro server | N/A                          | N/A                          | Available            |
| Wialon Pro configuration setting up  | N/A                          | N/A                          | Available            |
| Wialon Pro license renewal, related to the license increase and functional expansion   | N/A                          | N/A                          | Available            |

The **response time** is counted beginning from the last received message of a customer.  
All server administration issues within the support level Unlimited are handled **only after the ssh access is provided**.