



## Gurtam Technical Support Regulations

Technical support is available to all users of Gurtam software products.

Technical support for local versions of Gurtam software (the one deployed on users' servers) is rendered for five years since the moment of the corresponding version release. Release dates of Gurtam software new versions are published on Gurtam official website [www.gurtam.com](http://www.gurtam.com).

Technical support is provided in **three** languages: English, Russian and Spanish.

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### Technical support is provided via:

- Automated online **Gurtam Help System**. The system is available at: [support.gurtam.com](http://support.gurtam.com) after user e-mail registration
- E-mail: [support@gurtam.com](mailto:support@gurtam.com)
- Phone numbers specified on [the website](#).

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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 from **9am to 6pm** GMT+3. The Spanish-speaking support is provided on weekdays from **3pm to 12am** GMT+3.

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When sending a request to Gurtam technical support, a customer (user) should provide the following information:

- Detailed description of the issue;
- The product that you have an issue with and its version;
- Particular items relating to the issue (unit, report template, time interval, etc.);
- Actions that caused the problem;
- ssh access to the server if you are having an issue with server administration;
- Screenshots, graphic explanations, and log files is a plus.

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

The response time is counted from the customer's last received message.

After resolving the issue, the customer can evaluate the quality of specialist's replies by rating them from 1 to 5 and leaving a comment in GHS (which they can do by clicking on the corresponding link at the end of the supporter's message).

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

Gurtam is entitled to unilaterally and through extrajudicial procedure change the present Regulations and its annexes. The users can get acquainted with the new version of the Regulations and its annexes as soon as they are published on the Gurtam official website. The changes are valid as soon as they are posted on the Gurtam website. Gurtam is under no obligation to additionally notify users about the Regulations' and its annexes' changes. Each time using the Gurtam software, the User undertakes to read the Regulations and its annexes current version. The continuing use of the Gurtam software would mean that the User accepts the changes made.

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 client's e-mail are acknowledged as received from (sent to) the customer. The customer bears all responsibility for losses, other adverse consequences caused by the illegal usage of the specified e-mail address.

While talking to the technical support specialists, the user is committed to adhere to the standard courtesy norms. In case of discourtesy or other rude behavior, Gurtam is entitled to consider the refusal to provide the user with technical support without any making-up.

## 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

# wialon

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
In case of Wialon server solutions failure	Recommendations on restoring	Recommendations on restoring	After crashing recovery