

A key facet to the success of any project is accessibility to support, as and when you need it. To this end, Conlog has developed a range of support agreements which enable you to select the best package for your needs. Establishing a new prepayment installation can be a daunting task when one considers the many variables that need to be considered, such as the technical solution; finding the right products to meet your business needs, both today and in the future; the establishment of new business process and personnel; and, most importantly, the associated costs and investments.

Conlog is a world leader in the prepayment industry, pioneering innovative solutions and products since the late 1980s. This wealth of experience and knowledge is unrivalled, with the company having hundreds of years of collective experience in prepayment.

This depth of knowledge, along with the critical on-the-ground experience, provides Conlog with the ability to guide, counsel and mentor customers in the right prepayment solution for their needs, both today and tomorrow. As you begin to implement the solution, Conlog is able to provide the necessary support in terms of installation, commissioning, procedures and processes to ensure the protection of your site.

Further, combined with our training offer, Conlog is able to empower your personnel to become self-sufficient in the management of the solution, which includes best practices as experienced around the world.



### Key benefits

- > Access to experts, when you need them
- > 24-hour technical support centre
- > Web knowledge base
- > Network of service technicians
- > Service level agreement
- > Unrivalled experience in prepayment
- > Highly qualified personnel
- > Extensive on-the-ground knowledge



**We see a world where we can all achieve more while using less**



**We help utilities maximise their service delivery**



**Our products, solutions and services are simple, efficient and innovative**

# Service Level Agreements

## Helping you each step of the way



Conlog's support agreements provide peace-of-mind as each package provides access to technical experts in the prepayment field, as well as our 24-hour technical support centre which can be reached via phone, email and web.

Customers also have access to our Self-Service Portal and Knowledge Base, a web based solution which has a variety of tools, documentation and technical information, and is available to Conlog support customers.

Further, utilities are assured of guaranteed service, as each agreement incorporates defined response times to critical and non-critical issues, to ensure that in a crisis, you know that you are the only priority.

In addition, a great benefit of Conlog's support agreements is the inclusion of software updates within the contract period. This means that utilities are assured of having the very latest software, with all the associated features and functionality.

We support sites from small, medium to large. Part of the portfolio is product updates, remote support access to a customer service portal for self service, access to project engineers and 24/7 access.



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