



Software Support for the Vehnet/ECG Carbon Calculator

Summary of benefits:

- Updated calculation data from Friends of the Earth
- Updated management reports
- Updated and authenticated OEM reports
- Support Desk during office hours
- Installation advice
- Usage advice
- Software updates
- Updated FAQ's and documentation

Cover for 12 months including all the above 1,000 Euros per licence (ECG members only, special rate)

How to Order

Email sales@vehnet.com for an order form and payment instructions or go to www.vehnet.com/co2/????supportpage/. To download the order form, and email it to sales@vehnet.com

FAQ's

Why do I need support?

ECG require that all users of the Carbon Calculator are using an approved version of the software and the associated calculation data in order to maintain a credible and authenticated service to the industry. Your software licence key will only be renewed if you have a current support agreement in place.

How do I obtain support?

You choose:

Email support@vehnet.com

Connect to (internet version of ontime???)

Call +44-19-24-84-44-44 between 9am and 5pm CET, Mondays to Fridays

What happens when I use the support service?

You will be promptly (with 4 working hours) assigned an Incident Reference and contacted by a member of the support team who is qualified to assist. We aim to resolve all issues within 24 hours but in some situations this may not be possible. A maximum of three working days is our objective.

You will be able to track the progress of the incident and update it using the internet.