



Annual Maintenance Agreement

Don't get Stuck with Maintenance and Software Issues. Let us Help You!

MEX Support will ensure that the outcome of your MEX or FleetMEX installation delivers measurable results.

An Annual Maintenance Agreement (AMA) is your ticket to unlimited* help from our Support Team. Whether it's to guide you through system installation or setup, operator use and guidance, with an AMA, you're covered. An AMA protects you for one year and will allow you to get the most out of your MEX System. We will help you get your system up and running so you can start seeing results.

You can enter into an AMA at any time. If your system requires upgrading to do so, this will incur an additional expense. For further information on pricing please contact our Sales Team at sales@mex.com.au or phone +61 7 3392 4777.



PHONE & EMAIL SUPPORT

Unlimited* phone and email support from our Technical Support Department from 7.30am to 5.00pm (AEST).



ACCESS TO THE USER PORTAL

Access to the User Portal which provides all upgrades of the system and can be accessed via the MEX website - www.mex.com.au



FREE UPGRADES OF SOFTWARE

Having an AMA provides the most cost effective way to keep your system up to date. It includes free upgrades of all software.



REGULAR NEWSLETTERS

All customers with a valid AMA are sent out regular electronic newsletters advising them of all the latest MEX updates & news.



PRIORITY BUG FIXING

On the rare chance that you experience a software defect or bug, this will be looked into with priority for all AMA customers.



ACCESS TO REPORTS LIBRARY

Customers that have a valid AMA can access the repository of all current and new reports in the MEX Report Library.

**Report Editing is not supported by MEX Support. Our team can guide you to the Report Designer and help get you started, what you do from then on is not supported.*