

Subject

Date

29-1-2021

From

Telephone

Service Rates and Conditions Remote Assistance (RA) 2021

Conditions:

Remote Assistance offers direct access to a Pon Power Engineer that can offer you remote technical support. This support can be trouble shooting, technical assistance during maintenance work or any other technical support that you need. Pon Power has dedicated Remote Assistance software available which is our preferred way of working. For this an internet connection and mobile device (phone, tablet or laptop) is needed.

Service rates

Starting fee*:	€ 100,-
Hourly rate Remote Assistance Support:	€ 125,-

*First 30 minutes are free of charge

Need to know more ?

Please check our website at <https://www.pon-cat.com/nl/services/power/remote-assistance>
Contact your account manager to get a quote, learn more or arrange access to RA

Remote Assistance is currently in its pilot phase. Therefore availability can be limited and conditions are subject to change.