



NovAtel Support Announcement

E-Service - Customer Accessible Case Management Web Portal.

NovAtel Customer Support would like to introduce to you **E-Service**; our customer accessible web portal for logging and managing your support requests.

E-Service provides NovAtel customers a convenient method by which to log new cases, receive or provide updates on open cases, or review closed cases, 24 hours a day, 7 days a week.

E-Service is one of a number of self help tools found in NovAtel's On-line Services. By selecting either E-Service or Online Services from our Support web page, you will be directed to the On-line Services Registration and Login Page. Once registered for and logged into Online Services, you will be able to sign up for E-Service and access all the other online self help tools.

Point your browser to www.novatel.com/support to register for and begin using **E-Service** today!

A screenshot of the NovAtel Support website. The page has a blue header with the NovAtel logo and navigation links: Products, About GPS, Support, About Us, Sales. Below the header is a search bar and a "Precise thinking" slogan. The main content area is divided into three columns. The left column contains a vertical menu with links: Firmware/Software Updates, Documentation Updates, RoHS and WEEE, Discontinued Products, FAQ, Application Notes, Technical Papers, White Papers, Case Studies, FTP Site, Online Services, and Knowledge Database. The middle column is titled "Welcome to NovAtel Support" and contains a list of "Online Services" including: Register for and Access E-Service, Request Product Guides, Request Firmware or Software License Updates, Request Factory Repair, Request GNSS Poster, and Complete Customer Satisfaction Survey. The right column is titled "Notices and Alerts" and contains a notice about "June 23, 2008 OmniSTAR HP 4.27 Frequency and Broadcast Format Changes". At the bottom of the middle column, there are four service options: "Waypoint case logging", "E-Service" (which is circled in red), "E-mail: support", and "Telephone: 1-800-NovAtel".

If you have any questions or comments regarding E-Service, please e-mail support@novatel.com