

This information sheet explains the key points of how our Motivity service operates.

### Registration

Our registration form contracts you to use our Motivity software, apps and managed message service for a minimum of 12 months. When you are ready to 'go-live' we will send you a registration form to complete and sign. Once completed, scan and e-mail back to [customerservice@motivitymobile.com](mailto:customerservice@motivitymobile.com) or post a copy to us so that we can process your order. We'll let you know when the service is ready to use in 'live' mode.

### Paying for the Service

You will receive regular monthly invoices on the 1<sup>st</sup> of each month's for payment in advance for that month's service. Please note that if we do not receive payment by the 1<sup>st</sup> then we reserve the right to suspend the service. If you have been using the system on trial, then providing we receive your registration documents back you will be able to continue using the system for the remainder of the month without charge until the 'go-live' date. To make things easier we can supply a Standing Order Mandate to send to your bank to allow you to make a regular payment on the 1<sup>st</sup> for the monthly service charge.

### Adding and Replacing Users

To add or replace users then contact us and we'll explain what to do. Additional users are simply added onto your existing contract and the monthly charge increased accordingly. We do not make you sign a new contract for each subscription.

### Reducing Subscriptions

Our subscription works in the same way as a mobile phone contract. The number of users on your subscription remain chargeable for the term of the contract. If you need to reduce the number in the following year, then let us know before the contract renewal date so that they can be removed ready for renewal.

### Continuing or Ceasing Service

At the end of the contract period, to avoid any disruption, the contract will automatically renew. If you wish to cancel the service at the contract renewal date then simply give us **1 calendar month notice**, prior to the renewal date, in writing to our address above or by e-mail to [customerservice@motivitymobile.com](mailto:customerservice@motivitymobile.com).

### Help and Support

If you have any questions relating to service or need any help then please don't hesitate to call our support team on **0114 243 5544**.

They are available during office hours 8.30am – 5.00pm Mon – Fri (excluding statutory holidays). You can e-mail enquiries to [support@motivitymobile.com](mailto:support@motivitymobile.com) or look on our [support.motivitymobile.com](http://support.motivitymobile.com) website.