



SmartMessaging Premium Service

JAYBEE is continually investing a great deal of time and effort to keep the technology employed by SmartButler® as current and up-to-date as possible. This is particularly true of the messaging module, which is always undergoing change to make messaging as easy, effective and as cheap as possible. The latest version of SmartMessaging has proven itself with great features, very easy to use and extremely cheap to operate.

The greatest barrier to customers using the new version has been the inability of local cellular operators to provide the required local APN platform at the customer site quickly, and at a reasonable price. It is for this reason that JAYBEE has developed SmartMessaging Premium Service, which removes the necessity for the local APN platform.

SmartMessaging Premium Service requires the customer to acquire cellular handsets that comply with APN standards (details available upon request), and a cellular data package or Wi-Fi connectivity for each handset, which allows the handsets to connect to the Internet. The rest of the connectivity and service is provided by JAYBEE in a quick and easy way, and extremely attractively priced.

What is SmartMessaging Premium Service? //

SmartMessaging Premium Service is a special add-on service provided by JAYBEE to SmartButler® customers, to allow the connection of cellular handsets or Wi-Fi devices used by customer employees to their SmartButler® system. This facilitates the transmission of call ticket details to those who are defined in the system to receive them, as well as allowing handsets to send status updates and other information back to the SmartButler®. It also facilitates the transmission of escalation messages to those who are defined to receive them.

The SmartMessaging Premium Service concept uses HTTP to allow smartphones to communicate with the central SmartButler® Messaging Server. This server communicates with the hotel's local SmartButler® server via a special rule created in the hotel's firewall to pull and return information to the SmartButler® app on the handsets.

The service is available to iPhones/iPads and Android smartphones/tablets, for which special SmartButler® apps have been developed. A fixed monthly fee is charged by JAYBEE for this service, without any limit to the number of handsets connected or the number of messages transmitted.

Technical Details: //

JAYBEE provides:

1. Connectivity for customer handsets to and from the customer’s SmartButler® system over the Internet. Messaging services and connectivity are provided on a 24/7 basis.
2. JAYBEE Messaging Servers housed in secure server environment that has 24/7 service supervision and maintenance.
3. Customer support is provided according to JAYBEE’s standard support terms and procedures.
4. Apps for iPhones, Android smartphones and Java phones where these comply with APN standards.

Customer provides:

1. Handsets that comply with APN standards.
2. Monthly data package of 500MB for each handset or Wi-Fi access allowing full Internet connectivity.
3. Reception in all relevant locations to allow for handset to be constantly connected to the Internet.
4. Customers are required to build a rule in their firewall, allowing all traffic received from the JAYBEE messaging server’s fixed IP address to be port forwarded to the customer’s local SmartButler® server.

Commercial Terms: //

1. It is required for all customers wishing to use SmartMessaging Premium Service to sign where indicated below that they agree to all terms and conditions contained in this document.
2. SmartMessaging Premium Service is offered for periods of 6 months at a time.
3. The monthly Fee for the service is set out in the Fees section below, and payable for 6 months in advance.
4. There is no installation fee.

We agree to the terms and conditions related to SmartMessaging Premium Service contained in this document.

Signed

Name

On behalf of

Date: _____