

AG Computer Accounting Remote Support Service Contract

Remote support is offered under the following conditions:

- Active Remote Support Service Contract is in place, *see below*.
- Client Intake Form and Product and Service Agreement completed and returned.
- Sage Accounting and Payroll based product support provided to linked clients only.

Remote Support Information

Please remember this remote service only attempts to fix software issues and does not extend to hardware issues, the service only includes basic help and may require an onsite appointment. All time spent on remote support is chargeable and all subsequent onsite appointments and travel will be fully chargeable. Remote Support Services are only offered during business hours as a standard. After hours support will be offered by special arrangement and will be subject to after hour rates.

We may need to install, uninstall, or delete software to diagnose and repair your service-related issues. We will retain and use information (including but not limited to IP address and session details), comments or ideas conveyed by you relating to our Service and reserve the right to record the session for quality assurance purposes. We may be sent information regarding your account and the configuration of your computer but assure you this information will only be used for the purpose of configuring your computer and to assist in addressing technical questions which may arise.

By making use of our Remote Support Service, you consent to the collection and use of your personal information, as it pertains to providing remote support. You confirm that all software on your system is legal and in the event of known or unknown license infringements you agree to implement a plan to legalize or discontinue the use of such software immediately.

You agree to defend, indemnify, and hold harmless AG Computer Accounting from any and all liabilities, expenses and other amounts related to any violation of this Agreement by you or any user of your account, or in connection with your or their use of our AGCA Team Viewer Remote Support Service

Remote Support Connection Requirements

- Connection via AG Computer Accounting Commercial Use TeamViewer License
- Client to be present for duration of remote session, should the consultant have queries via chat facility.
- Should you prefer a phone call, we reserve the right to disburse the cost of the call.
- Please ensure all applications not applicable to the session are closed before we connect.

Why we cannot use your free TeamViewer License

TeamViewer is free for personal use, which means any tasks within your personal life for which you are not being paid. Commercial use is not limited to tasks for which you are being paid. Connections to or from corporate networks, connections to or from recognized server operating systems, and providing and receiving support to customers and colleagues and from suppliers all fall under commercial use.

Remote Support Authorisation

This Team Viewer Remote Support Authorisation will continue until the end of the 12-month term as indicated below. We reserve the right to terminate or suspend the Remote Session or this Agreement at any time, including during the session, upon notice to you at our discretion.

X 12 Month Term, period commences from date of initial remote session and expires 365 calendar days later.

I confirm that I am duly authorised to approve that remote support can be given to all members of staff within my organisation and that I will be liable for all support costs involved in providing this remote support service. Should a solution not be possible remotely I accept that AG Computer Accounting reserves the right to book an onsite appointment, and both the consulting and travel costs involved will be for my account.

Remote Support Service Contract

Company Name	
Contact Person	
Email Address	
Mobile Number	
Date	
Signature	