



## Remote Support Terms and Conditions

At Res-Q IT Services, we strive deliver our best services and leave our customers happy! However, should you have any concerns or if you are interested in your legal rights then please read through the following.

The term 'Res-Q IT Services', 'Res-Q IT', 'us', or 'we' refers to the company RESQ PTY LTD. The term 'you' refers to the user or viewer of our website or our clients.

The term "Protection Agent" refers to the software protection suite or "Workstation Protection Plan"

The term "Managed Computer" refers to the client on the maintenance plan who pays monthly or annual fee to maintain their computers.

### **Our Remote Support Disclaimer**

While we respectfully use your computer, Res-Q IT Services cannot guarantee this service will resolve the IT problem or that the attempt to resolve technical issues will not cause additional problems requiring an onsite or additional support call. Res-Q IT Services is not liable for any consequential damages and **it is the client's responsibility to backup all applications and data prior to the session.**

- Please close any personal or confidential information on your screen, as the technician will be viewing your desktop. We recommend locking the computer when it isn't in use

**By using this Remote Support Service** you understand that:

- All remote service and software is provided at the customer's sole discretion.
- You are responsible for the backup of your data and applications.
- Res-Q IT Services is not liable for consequential damages of any kind.
- Res-Q IT Services is not liable for unauthorized access to anybody's computers via the remote software 'ScreenConnect' or 'ConnectWise Control'.
- Res-Q IT Services will not disclose passwords or credentials to any undisclosed 3<sup>rd</sup> party.

The ability for Res-Q IT Services to remotely access your computer significantly enhances our ability to resolve your technical problem quickly. You understand that, by requesting such assistance, you are providing Res-Q IT Services technical support personnel with access to and control of your computer.

In doing so, you could be providing Res-Q IT Services technical support personnel with access to files that reside on your computer, therefore, you accept responsibility for any changes made to the desktop content or system settings. Res-Q IT Services does not assume and is not responsible for any liability for the linking and viewing of any desktop content, the operation of the remote access software, or system performance.

Res-Q IT Services recommends that, for your security and privacy, you exit any open applications that contain person or confidential information before initiating a remote support session with the Res-Q IT Services technician.

By accepting these terms and conditions, you acknowledge that remote intervention may in some cases result in data loss and/or software corruption on your computer; therefore Res-Q IT Services recommends that you back up the data from your computer before accepting remote technical support.

If you do not back up your data, you risk the possibility of irretrievable loss of such data and Res-Q IT Services will not be liable for any data or extra costs incurred, however caused.

### **The Software**

Res-Q IT Systems uses the software 'ScreenConnect' or 'ConnectWise Control' to provide remote assistance and technical support. Features of this software include:

- Easy to use and secure. You are in full control and can end the session at any time.
- ScreenConnect employs a 256-bit AES encryption algorithm, similar to that used by many banking and government institutions. All data passing between host and guest systems is fully encrypted and protected from unauthorized access.
- Ability to diagnose and resolve problems remotely.
- Allow your support technician to view or control your desktop.
- Transfer files via direct transfer to or from the support technician.
- 'ScreenConnect' or 'ConnectWise Control' will be installed onto your computer so that we can obtain remote access at any time with your permission. If you wish to uninstall the software or turn it off, please contact us and we will explain how to do this.

### **Charges**

Res-Q IT Services Remote Support rates are:

- \$82 per 30 minutes, charged per 30 minutes block
- \$77 per 30 minutes, charged per 20 minutes block for customers with Cyber Agent / mobile services with Res-Q

### **The Remote Connection**

When you have agreed to use our remote service, you will need to initiate a secure connection with one of your support engineers.

In order to create this connection, you will download the software from our support portal at <https://customer.res-q.com.au:8040>

After use, the software installed can be either removed from your machine or left on for future use in either an activated or deactivated state. This choice is yours and you should indicate to the Res-Q IT Services technician which option you prefer.

Business Clients authorise Res-Q IT Services to have ScreenConnect running as part of the Protection Agent running on the Managed Computer as part of Protection Agent deployment.