Remote Support – Terms of Service

The following information pertains to all Adept Remote Support services, including but not limited to:
- Desktop/laptop remote support
- Mobile device remote support
- Server remote support

1. Acceptance of Terms

Clients are asked to ensure they have read through the information and are deemed to have accepted it as part of the terms and conditions of their service with Adept.

Additionally, by agreeing to make use of the Remote Support service, whether verbally, in writing or via electronic communication, clients acknowledge that they agree to be bound by these terms.

2. Service Billing

Clients agree to be billed in arrears, usually at the end of the month, for any Remote Support services they receive from Adept. The amount billed shall depend on:
- The nature of the service rendered,
- The level of technical support personnel attending to the service, and
- The time taken to complete the service tasks

3. Scope of Service

Adept will typically only be in a position to offer remote support on services we provide. Troubleshooting and/or assistance in resolving issues not related to Adept services may be provided, although this will be done solely at Adept's discretion and is highly dependent on the nature of the issue.

Furthermore, while Adept personnel will use all reasonable care and skill in attending to Remote Support tasks, Adept cannot guarantee that Remote Support will be able to resolve the issue, particularly if it is influenced by 3rd party factors or factors beyond Adept's or the client's control.

4. Remote Support Software

In order to receive Remote Support services for a particular system, clients are required to install the latest version of the MSP Anywhere remote support client software on the machine in question (with the exception of mobile devices).

The software will allow an Adept technician to access and perform functions on the remote machine, strictly within the scope of resolving the issue as requested by the client.

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5. Indemnity Against Loss of Data or Data Integrity

Clients with sensitive or critical data are encouraged to have a backup and restoration solution in place, as Adept cannot guarantee against the loss of data or the fidelity of any data. Clients agree that they shall have no claim for damages against Adept arising from any loss of data or system stability during the course of Remote Support sessions.

6. Privacy

Adept is not responsible for any liability for the linking and viewing of any desktop content, the operation of the Remote Support software or system performance. Adept does undertake to treat any sensitive data, such as login details, with the utmost discretion and never to disclose such information to any other parties.

Adept recommends that, prior to commencing a Remote Support session, clients exit any applications that are displaying content such as personal or confidential information. We also recommend that a client representative monitor the remote system throughout the entire session.

7. Supported Platforms

Adept is able to offer Remote Support services via the following platforms:
- Desktops and laptops – Windows PCs and Apple Macs
  - o   Linux support is possible, though it may require escalation to high-level support personnel
- Handheld devices – Android, iOS and Windows-based devices

For remote support regimens on other physical devices, e.g. printers, clients are encouraged to consider Adept's range of Managed Services options.