



TECHNOLOGY GROUP

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Remote Support Services Terms & Conditions

Please read the terms and conditions for use of the Remote Support Services carefully. By proceeding and using Remote Support, you hereby acknowledge that you have read and agree to be bound by the terms and conditions of the Remote Support Services.

You hereby authorize DWD to remotely access your systems and data through your computer(s) to provide support services to you and your company. Using remote control software, DWD will have the ability to take control of your computer and evaluate reported support issues. Upon your request, the DWD support representative will have the option, in his or her sole discretion and judgment, to take one or more actions, including, but not limited to the following:

1. If the issue can be fixed through verbal instruction from your DWD consultant/engineer without the need of remote support, DWD will use reasonable efforts to so instruct you and fix the problem
2. If the issue exists within the software configuration of the computer, and can be corrected, DWD will use reasonable efforts to make the necessary changes to the configuration
3. If DWD determines your data files must be downloaded in order to evaluate the problem, DWD may do so, but only with your permission

You understand and acknowledge that in some cases DWD may not be able to correct the reported support issue.