

CORE DATA SYSTEMS REMOTE IT SUPPORT

1. Context

The following information is supplementary to the contractual terms and conditions signed and agreed to by both parties and which remain in force at all times governing all contract services provided by CORE Data Systems to its customers. Those terms and conditions are not in any way diminished or superseded by the following supplementary information which relates only to the remote support process.

2. Permission

By submission of your remote support request you are expressly allowing CORE Data Systems and its support team permission to remotely connect to your computer systems via the internet and in order to assist with resolving a computer or network problem. In doing so you hereby grant CORE Data Systems the right to connect to and take remote control of your computer/server/router (or other computer related equipment), share control of your mouse and keyboard, view your desktop, download and use software on your computer to gather system data, change the settings on your computer, etc., in order to provide support and effect repairs.

3. Remote Connectivity

In some remote support sessions in order to establish a two-way connection you may be required to download a small application which will facilitate your connection to CORE Data Systems servers and support team. In such cases the application is a simple dedicated connection agent and has no other purpose. It can be safely deleted at the end of the session and no residual software from it will remain on your system unless you choose to retain the application for future use. Any remote service provided will be subject to reliable Internet connections and ISP services and where this is not available remote support may not be possible.

4. Sign-off

At the end of any remote support session, as with any on-site support, CORE Data Systems requires sign-off and acknowledgement of work completed to Customer's satisfaction. Where no physical signature is available in this regard for remote sessions an automatic email notification will be generated upon completion of the work confirming the support request status. Support requests will close automatically as stated in the notification 24hrs after the notification has been sent. Work will be deemed to have been completed to the satisfaction of the Customer and system status to have been accepted unless the support request is kept open by the Customer notifying CORE Data Systems that further assistance may be required.