



Advanced User Systems Pty Ltd

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Remote Support Agreement

Under the terms and conditions of this Agreement, Advanced User Systems Pty Ltd will supply you with Remote Support Services (Remote Support). By using Advanced User Systems' Remote Support, you acknowledge you have read and understood this Agreement, and accept these terms and conditions.

1. You understand that Remote Support will allow Advanced User Systems Pty Ltd to view your desktop, access your files and have control of your mouse and keyboard. Please close any personal or confidential information on your screen.
2. You are an authorized user of the remote computer system and have authority to allow Advanced User Systems Pty Ltd to access the remote computer system.
3. You are responsible for backup of your data and applications.
4. Some problems may not be able to be resolved via Remote Support.
5. If you have a Support Plan with Advanced User Systems, you agree to all terms and conditions of the Support Plan, and you agree to accept all charges as defined in the Support Plan.
6. Remote Support may enable you to work more effectively with a commercial product (Product). Use of any Product associated with this Remote Support is subject to the Product manufacturer's standard licensing terms and conditions, a copy of which is available from the Product manufacturer or included with the Product.
7. Except for warranty provided by the Product manufacturer, Advanced User Systems makes no warranty as to the Product, or outcome from this Remote Support, including any warranty as to its performance, accuracy, or freedom from error, or as to any results generated through its use, including without limitation, any implied warranties or fitness for a particular purpose.
8. You agree to indemnify and hold harmless Advanced User Systems Pty Ltd. from any liability or claim against Advanced User Systems Pty Ltd. by any party arising from the Remote Support performed by Advanced User Systems Pty Ltd, or its contractors.
9. This Agreement shall be governed by Australian law, and the parties hereto agree to submit to the jurisdiction of Australian courts.

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