



REMOTE ASSIST SERVICE TERMS & CONDITIONS

BEFORE YOU UTILIZE THE "REMOTE ASSIST SERVICE" WITH OUR BTS ENGINEER/TECHNICAL SUPPORT REPRESENTATIVE, PLEASE READ CAREFULLY THE LIABILITY DISCLAIMER BELOW.

BY CHOOSING TO USE THIS SERVICE, YOU ARE (1) REPRESENTING THAT YOU ARE OVER THE AGE OF 21 AND HAVE THE CAPACITY AND AUTHORITY TO BIND YOURSELF AND YOUR EMPLOYER, AS APPLICABLE, TO THE TERMS OF THE DISCLAIMER BELOW; AND (2) CONSENTING ON BEHALF OF YOURSELF AND/OR AS AN AUTHORIZED REPRESENTATIVE OF YOUR EMPLOYER, AS APPLICABLE, TO BE BOUND BY THIS DISCLAIMER. IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS OF THE DISCLAIMER, OR DO NOT REPRESENT THE FOREGOING, YOU WILL NOT AND MAY NOT RECEIVE REMOTE ASSIST SERVICES FROM BTS.

REMOTE ASSIST service are provided at your sole risk. BTS REMOTE ASSIST is provided on the following terms and conditions:

1. You have requested the assistance of a BTS engineer/technical support representative through a remote connection to your computer. The ability for BTS to remotely access your computer significantly enhances BTS's ability to resolve your technical issue quickly although BTS cannot guarantee that the provision of the BTS REMOTE ASSIST will resolve your issue, BTS will make reasonable efforts to perform support services in a professional manner.
2. You understand that by requesting such assistance, you will be providing BTS's engineer/technical support personnel with access to and control of your computer. In addition, you may be providing BTS's engineer/technical support personnel with access to files that reside on your computer. Be sure to close any confidential or personal files that you may be working on, before allowing remote access to your computer. In order to provide the services, BTS's engineer/technical support personnel is not expected to need to make any copies or downloads of your files or to retain any information accessed from your computer.
3. BTS and its vendor and/or its licensors shall not be liable to you, your company any other person or entity whatsoever in respect of and you hereby indemnify and hold BTS and any such person acting on behalf of BTS free from liability in respect of (i) any special, indirect or consequential damages or (ii) any damages whatsoever resulting from loss of use, data, equipment, profits or interruption of business, whether in an action of contract, negligence or other tortious action, arising out of or in connection with the provision of the REMOTE ASSIST service.

WE STRONGLY URGE YOU TO ENSURE THAT ALL SECURITY MEASURES - SUCH AS FIREWALL AND ANTIVIRUS SOFTWARE - IS REACTIVATED ONCE ANY REMOTE ASSIST SERVICE SESSION HAS ENDED AND WE REITERATE THAT NEITHER BTS, ITS EMPLOYEES, VENDORS OR ASSIGNS WILL BE RESPONSIBLE FOR ANY DAMAGE SUFFERED DUE TO THE FAILURE TO DO THIS OR ANY OTHER DAMAGE SUFFERED WHICH IS CONNECTED WITH THE USE OF THE REMOTE ASSIST SERVICE.

BY CHOOSING TO USE THE BTS REMOTE ASSIST SERVICE, YOU AGREE TO ALLOW BTS REMOTE ACCESS TO YOUR COMPUTER TO PERFORM TECHNICAL SUPPORT SERVICES IN ACCORDANCE WITH THE TERMS OF THE ABOVE DISCLAIMER.