TBTEK

Remote Support Terms & Conditions

Revised: July 2024

Please read the following terms carefully. By purchasing a remote support service from TBTEK you agree to all of the following. Please contact us with any questions BEFORE purchasing. You will be provided with this document after a ticket submission. For our General and Business Terms & Conditions, navigate [here](#).

1. **SESSION**
   A 'session' as referred to in this document, is up to 1 hour of remote support for issues outlined in a single ticket only. Each new ticket begins a new session, regardless of the duration of any previous sessions. Unless otherwise agreed, remote support sessions are not 'lessons'. The remote technician may choose to demonstrate certain elements of the support depending on the issue however they are not obligated to teach, demonstrate or provide instructions for the support they have provided.

2. **PRICING**
   Remote Support is charged per session at a minimum of 1 session. The current price will be communicated to new customers prior to a session start. For existing/business customers pricing changes will be communicated with notice where appropriate.

3. **PAYMENT TERMS**
   All non-business customers are required to make payment prior to each session. TBTEK may refuse a session or disconnect from an ongoing session if payment is not made.

4. **ACCEPTANCE OF ACCESS**
   By purchasing a remote support session, the customer agrees to install our remote software and allow the remote technician access to their device during the session. The technician will only perform tasks in relation to resolving the customer's ticket. The remote technician may potentially see the customer's files, webpages, emails and other personal data during the session and it may even be a requirement depending on the issue in the ticket. If the customer has concerns about this then they should take the

necessary steps to secure information prior to the session or refrain from purchasing a session at all. In certain cases, the customer may choose to allow unattended access to their device however by default, TBTEK will use a one-time password provided by the customer meaning they will not have subsequent access once they have disconnected without the customer's input.

5. **TICKETS**
To begin a remote support session, customers will send an email (Ticket) to TBTEK following instructions given on the website. Tickets must be submitted using the 'Submit' button or instructions on the website, failure to do so correctly may result in the ticket not being received. They will be addressed on a first come, first serve basis. Each ticket should highlight ALL issues that the customer requires assistance with. Any additional issues that are communicated by the customer, during or after the remote session will need to be logged into a new ticket and added to the queue. They WILL NOT be addressed during the current session and as per Section 1, they will be chargeable as a new session.

6. **WARRANTY/GUARANTEE**
The unknown nature of remote support sessions means that TBTEK is unable to guarantee a successful remediation of all issues included in a ticket. No refunds will be provided as the result of a failure to correct all issues. Remote support sessions are not subject to any warranty.

7. **RESPONSE TIME/TIMESCALES**
Remote support availability and response times will vary. Customers should not submit multiple requests or try to call TBTEK in an attempt to reduce waiting times, they will be unsuccessful.

8. **CONNECTION**
Remote support is dependent on an adequate internet connection between the technician and the customer. It is the customer's responsibility to ensure their device has a suitable live internet connection for the session to work with. If within 5 minutes of the session start, the technician is unable to provide support properly due to a connection issue on the customer's side then the technician will inform the customer and allow an additional 5 minutes for them to relocate/use a better connection. If the customer fails and/or the technician is still unable to provide support effectively after this time, then the session may be terminated with notice and a refund or reschedule will be offered. In some cases TBTEK may also insist on a set delay before another session. Connection issues will generally be assessed on a case by case basis and TBTEK will offer a solution that is fair to both parties.

9. PASSWORDS

The remote technician will require credentials to perform certain tasks remotely. Before purchasing a session the customer must be prepared to provide these on demand. If the customer refuses to provide credentials or is otherwise unable to, preventing the technician from effectively providing support, the technician will terminate the session with notice and no refunds will be given. Customers could temporarily use different passwords to ease any concerns they may have.

10. USER INPUT

For safety, security and morality reasons, the remote software used by TBTEK does not remove control of the device from the customer, it only shares the input and screen with the remote technician. Unless instructed by the remote technician, only **they** should be using the device for the duration of the session. If during the session, the device receives unwanted inputs and prevents the remote technician from providing support effectively, then they will communicate a warning via the chat. If after 3 reasonable warnings the device is still receiving unwanted inputs, then the session will be terminated with notice and no refunds given.

11. CANCELLATION

Should the customer wish to terminate the session within 5 minutes of starting, then a reschedule will be offered. Alternatively, we will offer a refund but only if the ticket has not been resolved. Once a session has been live for more than 5 minutes, any customer cancellation will not result in a reschedule or refund and a new ticket must be submitted to continue.

12. DATA LOSS/PROTECTION/SECURITY

Prior to a remote support session, it is the customer's responsibility to backup and secure any important or sensitive data. TBTEK are not responsible for any data loss that occurs as a result of the remote session. Some sessions may be fully or partly recorded for our records. These recordings will not be shared to anyone outside of TBTEK. The only exception to this is if a customer requests a copy of their session. Session recordings will be deleted after some time, at that point TBTEK would be unable to fulfil a request. The same applies if the session was not recorded.

13. DEVICE FAILURE

In the extremely unlikely event that a device's hardware and/or software fails during the remote session, TBTEK will not be held responsible.

If you have any questions or concerns about any of the above terms, please contact us before purchasing our services.