



Support Stack Limited Terms & Conditions of Remote Support

A Remote Support session from Support Stack allows a Support Stack team member in location different to yours to view your computer screen and work on your computer over a secure connection.

By utilising the methods support stack provide and allowing our engineers to connect remotely to your equipment you are confirming that you give permission for our engineers to connect to and control the device which you are currently using and further you confirm that you have the authority within your organisation to provide this permission.

It is expected that you as the user requiring the systems on which you wish our engineers to work, have chosen the most convenient time for our Engineers to connect and have made arrangements for your systems to be unavailable to you while such work is completed. We will of course try to work around your schedule wherever possible however Support Stack cannot therefore be held liable for any loss of productivity in association with a remote support session.

You are giving your authorisation for Support Stack to charge an hourly rate for any remote support work that is provided, (Note: Support Stack charge a minimum of 1 Hour charge for any remote or onsite work). This may or may not apply to you and if you are unsure please refer back to your Support Contract or ask the engineer before the remote support commences.

If Support Stack are unable to resolve the issue remotely within a reasonable period of time we will most likely suggest that an onsite engineer be scheduled to continue the works onsite. Onsite charges per hour will also apply in this case. This may or may not apply to you and if you are unsure please refer back to your Support Contract or ask the engineer at the time of the call.

These terms and conditions are specific to "Remote Support" offered by Support Stack and are in addition to the terms and conditions applied to your overall support agreement. These terms and conditions do not in any way form a replacement, new or modified support agreement.