Remote Support Connection – Terms and Conditions
CEX003-2017

<u>For customers establishing a remote support connection via our website using a session code:</u>

Remote Support Connection allows a Cutec support professional in another location to view your computer screen and work on your computer over a secure connection.

By using the Remote Support Connection, you agree that during this session, the support professional may start the recording function. This will result in your communications being recorded and logged by the Remote Support Connection. If you do not agree to the possibility of recording, please do not accept the agreement below.

By ticking the 'I accept' box of Remote Support screen on our website, you agree that during this session, the support professional may capture screen shots for quality and/or training purposes.

If you do not choose to accept screen shots being captured, please do not tick the 'I accept' and do not continue any further with the Remote Support Connection, instead request other quality support options such as phone or chat support.

Once you accept screen shots being captured, please close all windows or documents that may contain personal information before entering a session code.

All data is kept in accordance with our data protection policy which can be found at
www.cutec.co.uk/legal

Note: *ConnectWise Control is* a 3rd party remote assistance product that is currently used to provide remote support to Cutec customers. Cutec support uses ConnectWise Control as the primary Remote Support Connection tool to troubleshoot and resolve customer issues.

With *ConnectWise Control*, Cutec support engineers can view or share control of the remote computer,
chat, and highlight sections of the customer's screen without the need to pre-install software.

ConnectWise Control differs from other remote access products and other companies in that it is a reactive, permission-based support tool. No permanent software is installed on customer's PC/device in order to deliver support that requires remote access, and Cutec support engineers can only remotely access a Cutec customer's PC with that customer's explicit permission – permission that must be granted each and every time a customer requests support. Support from Cutec will be initiated from this site only.

This product information should not be considered an endorsement or support by Cutec. Cutec may discontinue use of this tool without prior notice.

For contract IT support customers establishing a remote support connection via ConnectWise Control pre-installed on the customers equipment:

ConnectWise Control pre-installed allows a Cutec support professional in another location to view your computer screen and work on your computer over a secure connection.

By signing up to an IT support contract with Cutec and by engaging Cutec to manage your IT systems you explicitly allow us to install and use *ConnectWise Control* on each computer/server/laptop in your company.

We will only connect to your computer via *ConnectWise Control* when you have requested support from us, you agree that during this remote session, the support professional may start the recording function. This will result in your communications being recorded and logged by the Remote Support Connection.

If you do not choose to accept screen shots being captured, please inform the support professional immediately and request other support options. Please note that by not allowing us to provide remote support you agree to forfeit any SLA response times relating to your support request and support will revert to best endeavors.

Once you accept screen shots being captured, please close all windows or documents that may contain personal information before the support professional connects to your computer.

All data is kept in accordance with our data protection policy which can be found at
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We understand some customers would prefer that we can only access their computers with customer's explicit permission – permission that must be granted each and every time a customer requests support. If this is the case and you don't agree to Cutec using *ConnectWise Control* to remain pre-installed on your equipment to support your company, please inform your account manager so we can remove any installations from your systems as soon as possible.

Note: *ConnectWise Control* is a 3rd party remote assistance product that is currently used to provide remote support to Cutec contract support customers. Cutec support uses the *ConnectWise Control* as the primary Remote Support Connection tool for Cutec contract customers to troubleshoot and resolve customer issues.

With *ConnectWise Control* Cutec support engineers can view or share control of the remote computer, chat, and highlight sections of the customer's screen using a pre-install peace of software.

ConnectWise Control pre-installed differs from *ConnectWise Control instigated* from our website as it is installed permanently on customer computers, this means support professionals can access customer's computers without their interaction. Cutec will only initiate a connection to the customer's computer when the customer has requested support from us by phone, email or the client portal.

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