

# ACTIV8ME TERMS AND CONDITIONS REMOTE ASSISTANCE



You must read and agree to the following terms and conditions before you enter the 6 digit PIN code and click the "Connect to Technician" button:

1. You acknowledge when you click the "Connect to Technician" button below you are granting the Activ8me technical support representative permission to access your computer for the purposes of technical support. The representative will take control of your computer remotely and will be able to access programs and applications without your assistance. You will remain on the telephone with the representative while your computer is being accessed and you will be able to see what the representative is doing.
2. Activ8me does not guarantee the ability to diagnose or fix your computer through this Remote Access session.
3. Activ8me may recommend the sending of files from Activ8me to your computer in order to repair your computer or to assist in diagnosis. You will be notified prior to any such files being sent and have the opportunity to decline those files. You will never be asked to send any files to Activ8me.
4. Once the Remote Access session has ended, Activ8me no longer maintains access to your computer. To initiate another Remote Access session you will be required to contact an Activ8me support representative again.
5. It is your responsibility to back up any data, software, and other personal files stored on your computer prior to initiating this session. It is recommended you store this information to external media such as a portable storage drive or DVD disc.
6. You agree that Activ8me is not responsible under any circumstances for loss or corruption of your data and/or software. Activ8me will take reasonable precautions to avoid deletion or damage to the data and software on your computer.
7. Activ8me does not collect personal data or information during the remote access of your computer. The contents of your computer will remain confidential except as required by law. It is recommended that you close all personal files before commencing the Remote Access session.
8. You may terminate this session at any time by clicking the "Disconnect" button.