

BEFORE YOU CHOOSE THE “I AGREE” BUTTON AT THE BOTTOM OF THIS WINDOW, CAREFULLY READ THE LIABILITY DISCLAIMER BELOW. BY CHOOSING THE “I AGREE” BUTTON YOU ARE (1) REPRESENTING THAT YOU ARE OVER THE AGE OF 18 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 ACCESS SERVICES FROM ARCTERA.

Remote access services are provided at your sole risk. Arctera assistance is provided on the following terms and conditions:

You have requested the assistance of a Arctera technical support representative through a remote connection to your computer. The ability for Arctera to remotely access your computer significantly enhances Arctera’s ability to resolve your technical problem quickly. You understand that by requesting such assistance, you will be providing Arctera technical support personnel with access to and control of your computer. In addition, you may be providing Arctera 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, Arctera technical support personnel are not expected to need to make any copies or downloads of your files or to retain any information accessed from your computer. Your remote connection session with Arctera may be recorded for quality control purposes.

Your name and contact details provided in order to log your support request will be processed in accordance to the privacy notice and data protection clause of our support policy at <https://www.arctera.io/support-fundamentals>.

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I AGREE TO ALLOW ARCTERA REMOTE ACCESS TO MY COMPUTER TO PERFORM TECHNICAL SUPPORT SERVICES IN ACCORDANCE WITH THE TERMS OF THE ABOVE DISCLAIMER.