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Remote software support services.

In addition to on-site services we offer Internet-based remote access to clients PCs, enabling us to provide training, certain software support, investigate, diagnose a fix issues that arise with the driving software for the LED signs and its use within the clients environment. We gain access via a computer software package for remote control, desktop sharing, and file transfer between computers.

We use software called *TeamViewer*, which works behind firewall barriers, NAT routers and proxies with no configuration (on the clients' part) necessary. All TeamViewer connections are highly encrypted and are thus protected from being accessed by third parties. For detailed technical information regarding connections, security and data privacy in TeamViewer, see the security statement on their website at <http://www.teamviewer.com/en/products/security.aspx>.

The advantages to the client are that issues, within the driving software of the LED sign system, can be diagnosed & dealt with promptly and efficiently (generally there & then) limiting interruption to their workplace & systems. Furthermore as it negates the necessity of us coming to site, the client can avoid the expense of traveling & fuel fees, and in the case of clients out of warranty the additional cost of call-out & on-site fees.

We have incorporated the option of internet-based, remote software support permanently into our support and services portfolio.

We are offering availability of this service to clients, as either:

- A 'pre-paid' subscription of **\$200**, which will make our remote software support available to you for **24 months** (unlimited occurrence).

OR

- A fee per occurrence of **\$100**.

If the fault is found to rest within the client's system/PC, we do reserve the right to charge for our time at a rate of \$100 per hour, in 15 minute increments.

All prices mentioned exclude the 10% GST.

As the remote access is internet based, we do require the client to ensure that the computer we are accessing is linked to the internet with a functioning & reliable connection.

To upload the suitable software to your PC, please follow the link:

<http://www.teamviewer.com/en/download/dyngate.aspx#version8>

Note: we hold a license for Version **8**, which is not compatible with newer versions (i.e. 9;10)

We would like to invite you to consider our range of **Warranty Extension Options**, by visiting our website: www.pedsigns.com.au > Warranty & Services > Extended Warranty & Maintenance Options