

Remote Assistance Package Terms and Conditions

The VASCO Remote Assistance Package is a service, provided by VASCO, to assist customers with the installation or configuration of VASCO Products. The Remote Assistance service is performed through a remote connection by a VASCO Customer Support Engineer.

WHAT IS COVERED BY THE REMOTE ASSISTANCE?

The VASCO Products can be used in a wide variety of configurations, requiring often very precise and exact skills, to allow the correct usage or integration of the product.

VASCO provides a Remote Assistance service, assisting it's customer with the following activities, depending on the customers' requirements:

- Installation of the VASCO Products (complete product or individual modules or individual components)
- Configuration assistance
- Troubleshooting assistance
- Upgrade assistance

These activities are performed on a time-basis – however no guaranties can be given as to the results of such services, because it is heavily dependent on the infrastructure where the VASCO Products will be used.

The Remote Assistance as covered in these Terms and Conditions is available in a direct relationship between the customer and VASCO – independent from where/how the VASCO Products were purchased, provided that a valid license to use the VASCO Products is granted to the customer.

Under no circumstances, these Terms and Conditions will entitle the customer to directly receive post-sales support from VASCO. The direct post-sales support by VASCO is only available when it is covered by a separate Post-Sales Support Contract between the customer and VASCO.

WHO PROVIDES THE REMOTE ASSISTANCE?

The Remote Assistance is performed by qualified personnel ("VASCO Customer Support Engineers"), having extensive knowledge of the VASCO Products and the environment in which they are or can be installed (Microsoft Windows Operating System, Active Directory etc.).

The VASCO Customer Support Engineers have extensive experience in setting up, configuring and troubleshooting the VASCO Products.

The VASCO Customer Support Engineers can rely on a knowledgebase of information, with regards to the products itself and the integration.

The VASCO Customer Support Engineers have direct contacts with VASCO product experts who are able to assist with extremely specific and technical in-depth questions on a daily basis.

WHEN IS THE REMOTE ASSISTANCE PERFORMED?

The Remote Assistance is performed by a VASCO Customer Support Engineer at the time agreed upon in the telephone or e-mail conversations between the VASCO Support Engineer and the contact person indicated on the order sheet. The VASCO Customer Support Engineers shall have the right to unilaterally alter the timing of services at its sole discretion, if so considered appropriate by VASCO Customer Support Engineers.

In order to respect planning of resources, VASCO requests a notification of at least 24 hours.

The Remote Assistance Service is available on business days (excluding Public Holidays and VASCO Holidays), from Monday to Friday, from 8:00 until 18:00 – CET (Brussels time). (VASCO Holidays can be checked on the Vasco website: <https://www.vasco.com/support/services.html>)

The Remote Assistance will be performed as a continuous block of activities (e.g. 4 hours or more). It is not possible to order e.g. a package of a complete day and 'use' this in several, small packages of e.g. 1 hour.

HOW IS THE REMOTE ASSISTANCE PROVIDED?

The Remote Assistance is preferably performed, through a Secure VPN link into the customers' system.

It is evident that the VASCO Customer Support Engineer must be able to remotely connect to the customers' computer system(s) on which the installation or configuration services must be performed. To that extent the customer endeavors to grant access to all computer systems required by VASCO Customer Support Engineers.

VASCO Customer Support Engineer should be granted access to and shall need to be able to connect to the customers' computer system through any of the following methods:

- Microsoft Remote Desktop Connection (PREFERRED)
- Citrix ICA Client
- Citrix Web-based connection
- VNC
- Web-Ex (requires HTTP connection from the computer system to the Internet)

The Remote Connection will ONLY be used for the purpose of the Remote Assistance.

VASCO will send an e-mail to the contact person indicated on the order sheet when the connection for the remote assistance is established.

VASCO will send an e-mail to the contact person indicated on the order sheet when the remote assistance is terminated.

OUTCOME

Once the installation, configuration and/or troubleshooting activities have been performed for the VASCO Products, covering the scope of activities as agreed upon between VASCO and the customer, VASCO will provide a written report of the activities performed per e-mail (see also sample report as provided further). Any statements or representations presented in this report do not bind VASCO in any manner. No warranty is given as to the correctness of the information of the report, as the report is based on the remote limited access to the system of the Customer.

The written report will include a detailed list of activities performed and the respective timing that was needed to complete each of those activities.

Please note that VASCO provides installation, configuration and troubleshooting activities and any services related thereto are provided by VASCO without warranties of reaching any particular result and in lieu of all other warranties and conditions, express or implied, including those warranties or conditions of merchantability or fitness for a particular purpose. No results can be guaranteed as it is heavily dependent on the infrastructure where the VASCO Products are used.

LIABILITIES

Under no circumstances, VASCO can be held liable for any loss of data, configuration information or whatever. VASCO's liability under, for breach of, or arising out of this contract and/or any services provided hereunder shall be limited to refund of the purchase price of such service. In no event shall VASCO be liable for Customer's cost of procuring substitute services. In no event shall VASCO be liable for any special, consequential, incidental or other damages whether or not VASCO has been advised of the possibility of such loss, however caused, whether for breach or repudiation of contract, breach of warranty, negligence or otherwise. This exclusion also includes any liability that may arise out of third party claims against Customer. The essential purpose of this provision is to limit VASCO's potential liability arising out of this contract.

VASCO can not be held reliable for any network delays that may occur during the remote assistance.

The customer shall protect itself from loss of data by making backup copies of its data, programs, system and configuration information. The customer is responsible for this operation. VASCO can under no circumstances be held responsible for loss of information and its consequences. It is particularly important that the client always ensures before contacting VASCO, that he has a valid and readable recent backup copy. It is the customers' responsibility that the necessary backups are made of all data and configuration information on ALL the systems involved, prior to the Remote Assistance taking place.

PRE-REQUISITES

It is important that both VASCO and the customer have a good understanding of the expectations and the activities that must be performed. To ensure this, VASCO requests the customer to fill in the "Scope of activities" page as provided in this document. Based upon this information, the VASCO Customer Support Engineer will be able to give an estimation of the expected workload / time required to perform these activities.

It is important to have an up-to date installation. To be able to provide the customer with the latest patches it is mandatory that the customer has a valid maintenance contract for the VASCO product, subject to the Remote assistance.

Additionally, the VASCO Customer Support Engineer must have the necessary rights/privileges on the machines involved, allowing them to perform the necessary installation, configuration or troubleshooting activities as requested by the customer.

The customer guarantees that all information provided to VASCO is correct.

CHOICE OF LAW

These Terms and Conditions shall be governed and construed according to the laws of Belgium.

DISPUTES

In the event of disputes, only the competent Courts of Brussels (Belgium) shall have exclusive jurisdiction.

**VASCO REMOTE ASSISTANCE – ACTIVITY REPORT**

Company: XYZ Organization _____

Contact person: Mr. Smith _____

Email Address: smith@xyz.com _____ Telephone number: +11223344 _____

Your Order Reference: xyz-11223344 _____

Date of Activities: .././.... _____ Performed by: Mr. Customer Support _____

ACTIVITIES PERFORMED

Date	Activity	Time
09/04/2005	Checking VACMAN Middleware pre-requisites	10
	Extending AD Schema	20
	Installation VACMAN Middleware Primary Server	20
	Installation VACMAN Middleware Filter - Outlook Web Access	20
	Configuration VACMAN Middleware - DUR/Self-Registration	30
	Configuration VACMAN Middleware Filter - Outlook Web Access	30
	Testing setup	60
	- Import DPX File	
	- Creation Test User	
	- Performing DUR	
	- Performing Self-Registration	
	- Authentication Test	
	Reporting	30
		0
	Total (min.)	220

Additional Comments:

- During the installation we noticed that previously an incorrect filter was installed (filter for Basic Authentication instead of Form-based authentication).
--

None of the above Additional Comments and/or any other advice or suggestion given by VASCO and/or any implementation thereof can cause liability of VASCO in any manner. Such comments are given as a matter of reference and are not to be considered error free, since no guarantees can be given as to the correctness of the information retrieved from the system of the customer via Internet and taking a number of other risk factors into account.



ORDER SHEET - VASCO REMOTE ASSISTANCE

To be completed by the Customer:

Company: _____ VAT nr.: _____

Billing Street: _____

Billing Zip/Postal code: _____ Billing City: _____

Billing Country: _____

Authorised person: _____

Email Address: _____ Telephone number: _____

Your Order Reference: _____

The 2 sheets, Order Sheet and Scope of Activities, must be transmitted 24 hours before the activities will be performed. This information must be transmitted to the VASCO Customer Support Engineer:

- 1) via Fax at +32 2 609 9809
- 2) via Email at support@vasco.com

A VASCO Customer Support Engineer will connect remotely to your computer systems, to assist with the installation, configuration or troubleshooting the configuration of a VASCO Product.

I herewith order from VASCO the Remote Assistance Service (choose one):

- For ½ day (4 hours)** at a rate of **450 EUR/510 USD**. The reporting time of the activities during the Remote Assistance (½ hour), is included in these 4 hours.
- For 1 day (8 hours)** at a rate of **800 EUR/900 USD**. The reporting time of the activities during the Remote Assistance (½ hour), is included in these 8 hours.

The payments for the Remote Assistance Service shall be made on the date of the invoice, unless otherwise indicated by VASCO.

The Remote Assistance Service will be provided at the time agreed upon in the telephone or e-mail conversations between the VASCO Support Engineer and the contact person indicated above. This time is indicated on the Scope of Activities sheet.

In order to respect planning of resources, VASCO requests a notification of at least 24 hours.

The Remote Assistance Service is available on business days (excluding Public Holidays and VASCO Holidays), from Monday to Friday, from 8:00 until 18:00 – CET (Brussels time).

I herewith confirm to have read and accepted the VASCO General Terms & Conditions of Sale and to agree with the Remote Assistance Package Terms and Conditions outlined on the previous pages of this document.

For company: _____

Signature: _____

Name: _____

Title: _____

Date: ____/____/____

**SCOPE OF ACTIVITIES**

Remote Assistance Date: _____ **From:** _____ **Until:** _____
 (Indicate when the Remote Assistance should be taken place – from what time until what time.)

Primary Server – Function: _____ (Primary Server...)
 Operating System: _____ Version: _____ Service Pack: _____
 Other products installed: _____ Version: _____ Service Pack: _____
 IP-address: _____ Username: _____ Password: _____

Backup Server: _____ (Backup Server...)
 Operating System: _____ Version: _____ Service Pack: _____
 Other products installed: _____ Version: _____ Service Pack: _____
 IP-address: _____ Username: _____ Password: _____

Web-Server1 – Function: _____ (OWA, Citrix WI ...)
 Operating System: _____ Version: _____ Service Pack: _____
 Products installed: _____ Version: _____ Service Pack: _____
 IP-address: _____ Username: _____ Password: _____

Web-Server2: _____ (OWA, Citrix WI ...)
 Operating System: _____ Version: _____ Service Pack: _____
 Products installed: _____ Version: _____ Service Pack: _____
 IP-address: _____ Username: _____ Password: _____

3rd party product: _____ (VPN, Firewall, FUNK SBR, ...)
 Operating System: _____ Version: _____ Service Pack: _____
 Product installed: _____ Version: _____ Service Pack: _____
 IP-address: _____ Username: _____ Password: _____

Please provide user accounts which have the necessary rights to perform the required tasks (e.g. schema admin rights ...).

Please make sure that the following information is also available:

- Serial number and Maintenance reference ID of the VASCO product to be installed
- DPX Files + Database Key (Transport Key)
- Test User Account(s)

Activities required:

Requested setup, installation, configuration, functionalities (DUR, Self-Assign, etc.)

Detailed Architecture & Network topology:

Provide a document with detailed information on Domain Controllers, AD, Firewalls, Web servers