Remote Access Services Agreement

Version 1.1 – Effective 01-14-2026

These Terms & Conditions ("Agreement") govern all remote access services performed by Alford Tech Services, LLC ("Technician") for the customer identified in the signed Work Order or Remote Service Authorization ("Customer"). By requesting or authorizing remote services, Customer agrees to the following:

1. Remote Service Authorization

- Customer authorizes Technician to remotely access, view, and operate Customer's computer systems and connected devices through remote access software approved by Technician for the purpose of providing technical support, troubleshooting, configuration, and related services.
- Customer acknowledges that remote access may allow Technician to view files, settings, applications, and on-screen activity as necessary to perform the requested services.

2. Scope of Remote Services

- Remote services are limited to software troubleshooting, configuration, guidance, account assistance, and general technical support. Remote services do not include internal hardware repair, physical device modification, or on-site services.
- Customer understands that some issues may not be resolvable remotely and may require on-site service, drop-off service, or referral.

3. Remote Access Software & Security

- Customer authorizes the installation and use of remote access software as reasonably necessary to provide services. Customer understands that such software may require administrative permissions.
- Technician will take reasonable steps to use reputable tools and standard security practices but does not guarantee the security of Customer's systems, networks, or internet connections and is not responsible for vulnerabilities, unauthorized access, or breaches caused by pre-existing conditions, third-party software, or Customer's environment.
- Customer is responsible for maintaining passwords, system security, and physical control of their devices.

4. Data Responsibility

- Customer is solely responsible for maintaining adequate backups of all data prior to remote service. Technician is not responsible for data loss, corruption, or unauthorized access, even if Customer requests backup or recovery assistance.
- If Customer requests backup or recovery services, Technician will make reasonable efforts but does not guarantee that any data can be copied, restored, or remain intact.

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Alford Tech Services, LLC
Phone: 406-209-8737
Email: legal@alfordtechservices.com
Website: www.alfordtechservices.com

5. Accounts, Credentials & Third-Party Services

● Customer may be required to provide login credentials or to enter them personally during the remote session. Customer represents that they have authority to grant access to all systems and accounts involved.
● Technician is not responsible for the availability, security, performance, outages, or failures of third-party services, including but not limited to email providers, cloud platforms, internet service providers, or software vendors.

6. Billing, Payment & Minimum Charges

● Remote services are billed at the current hourly rate stated on the Work Order or service listing.
● All remote service sessions are subject to a **minimum charge of fifteen (15) minutes**, regardless of actual duration. After the initial minimum, time is billed at the stated hourly rate.
● Payment may be made by cash, check, or electronic invoice. If invoiced, payment is due within the timeframe stated on the invoice. Technician reserves the right to suspend future services for unpaid balances.
● Technician may charge for time reserved, attempted sessions, or services declined after work has begun.

7. No Guarantee of Results

● Customer understands that remote services may reasonably result only in identification of the problem and recommendations, and that no guarantee is made that any device, software, or account can or will be restored to working condition.

8. Liability Limitation

● Except for gross negligence or willful misconduct, and to the maximum extent permitted by law, Technician's total liability for any claim, damage, or loss arising out of or related to the remote services is limited to the lesser of:
● (a) the amount paid by Customer for the specific service, or
  (b) $500.
● Technician shall not be liable for any indirect, incidental, consequential, or special damages, including but not limited to lost data, lost profits, account loss, business interruption, or downtime.

9. Right to Refuse or Terminate Service

● Technician reserves the right to refuse, suspend, or terminate remote services at any time, including but not limited to situations involving abusive behavior, unsafe systems, suspected illegal activity, non-payment, or technical limitations.

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10. Governing Law & Venue

- This Agreement is governed by the laws of the State of Montana. Any disputes arising out of or relating to this Agreement or the services provided shall be resolved exclusively in the state or federal courts of competent jurisdiction located in Toole County, Montana, or, if no such court has jurisdiction, in Cascade County, Montana.

11. Severability & Entire Agreement

- If any provision of this Agreement is found unenforceable, the remaining provisions shall remain in effect. These Terms & Conditions, together with the Work Order or Remote Service Authorization, constitute the entire agreement between Customer and Technician regarding remote access services.