



Remote Assistance Permission and Release Agreement

The client (hereinafter referred to as "you" or "your") has requested that Grey Swan Designs (Pty) Ltd (hereinafter referred to as "Grey Swan Designs (Pty) Ltd") remotely connect to your computer systems via the internet to assist with resolving a computer system problem. Due to the urgency of your request, Grey Swan Designs (Pty)Ltd has agreed to attempt to assist you by allowing a member of the Grey Swan Designs (Pty)Ltd support team to view your desktop and share control of your mouse and keyboard, subject to your execution of this Remote Assistance Permission and Release Agreement (this "Agreement").

You expressly acknowledge that you have been advised that Grey Swan Designs (Pty) Ltd 's normal procedure is to require that computer problems be documented by you as they occur to permit Grey Swan Designs (Pty)Ltd to evaluate them and, if necessary, try to recreate the problem on Grey Swan Designs (Pty) Ltd.'s own computers at its own internal data center under appropriate test conditions. You further expressly acknowledge that there is a possibility that Grey Swan Designs (Pty)Ltd 's efforts to solve your problems by remotely connecting to your computer systems may result in damage to your computer hardware, software and/or any related systems, including, without limitation, loss of data. Notwithstanding the possibility of such damage, you hereby expressly grant Grey Swan Designs (Pty) Ltd permission to remotely connect to your computer systems and to record the screen activity during the Remote Assistance session.

In consideration of Grey Swan Designs (Pty)Ltd deviating from its normal procedures and performing the requested services, you hereby waive and release any and all claims you may have or will ever have against Grey Swan Designs (Pty)Ltd and its employees, agents, affiliates, officers, and directors relating to or arising out of any damage or loss of any nature whatsoever that results, directly or indirectly, from Grey Swan Designs (Pty)Ltd remotely connecting to your computer systems as requested by you in this Agreement, as well as the recording of the sessions, including, without limitation, loss of data and damage to your computer hardware, software and/or any related systems.

You agree to defend, indemnify, save and hold harmless, Grey Swan Designs (Pty)Ltd and its officers, directors, agents, affiliates, and employees from any and all third party claims, demands, liabilities, costs or expenses, including reasonable attorney fees arising from or in any way relating to or arising out of any damage or loss of any nature whatsoever that results, directly or indirectly, from Grey Swan Designs (Pty)Ltd remotely connecting to your computer systems and/or recording the sessions as requested by you herein. You further agree not to record any portion of the remote assistance session, including but not limited to, captured screenshots occurring during such session.

The client hereby agrees to the set fee for such remote assistance. Remote assistance is charged per hour or any part thereof. The set fee for remote assistance is R200 per hour or any part thereof. No refunds are given even if the same issue reoccurs.