

## Managed Services Agreement

Client understands and agrees that BT Online Monitor Managed Services is a monthly, recurring charge billed to the credit card provided for payment. The service may be stopped at any time by contacting BT Computers L.L.C.; however no refunds will be issued.

BT Online Monitor does NOT grant BT Computers L.L.C. access to private files or general control over the client's device, with the exception of alerts when problems are detected and the ability to remotely install and update certain apps through BT Online Monitor. BT Computers L.L.C. \*DOES\* have full remote access to Client's device during Remote Support sessions, however Client is able to actively accept, decline or end such sessions as they occur. Remote Support is a separate paid service and is by Client Request Only.

BT Online Monitor **Base Package** is a FREE service, including 24/7 built-in 1-Click Trouble Ticket/Contact Form, Health Warning Pop-Up Alerts, Fast Support Remote Support Software access and a 25% Discount on Remote Support Services for registered devices.

BT Online Monitor **Monitoring Monthly** Package includes all of the features of the BASIC service, plus Proactive Monitoring Alerts (automatically sent to BT Computers L.L.C. for review) and Patch Management (Update and Installation of many important applications) and a 25% Discount on Remote Support Services for registered devices.

BT Online Monitor **Monitoring + AV** Package includes all features of BASE and MONITORING packages, as well as Emsisoft Anti-Malware (Award Winning Three-Layered Protection from Malware and Viruses, Behavior Blocker, File Guard, Surf Protection and Online Banking Protection) and a 25% Discount on Remote Support Services for registered devices. You may read more about Emsisoft Anti-Malware here:  
<https://www.emsisoft.com/en/software/antimalware>

No other warranties are expressed or implied.