

ADM GuardDog Terms & Conditions

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ADM will provide the GuardDog monitoring service to all customers who have entered into the minimum term ADMGuardDog Agreement of one year and paid the appropriate fee, quarterly in advance, for this Service.

The ADM GuardDog monitoring service provides a 24-hour electronic service within its premises. ADM staff will collect and respond to all overnight and weekend activity between the hours of 8:30am – 5:00pm Monday to Friday only, by means of an engineer visit or remote dial-in to rectify identified problems. ADM's standard callout and labour charges to such visits will apply unless the Customer has a current Maintenance Agreement or Telephone Support Contract, as applicable, in place. Any remedial work carried outside the specified hours would incur additional charges.

ADM Computing shall ensure that Customer data coming into its, or its employees, possession shall not be used for any purpose other than the provision of the Services.

The Services to be performed are selected by the Customer during the Server set-up. A one-off set up fee applies for this service.

The customer agrees to supply ADM Computing with all information and access required to enable ADM Computing to provide the Services requested and to enable remedial action.

ADM Computing shall charge the Customer for the Services selected. The customer agrees to pay the fee for each Service performed by way of a quarterly charge.

ADM Computing shall invoice the Customer for the Services performed. The customer agrees to pay invoices within 30 days.

ADM Computing cannot be held responsible for any loss or damage to any item of hardware monitored by the ADMGuardDog software. Hardware tests performed cannot offer a guarantee against hardware failure under any circumstances. Only such customers covered under a ADM hardware Maintenance Agreement are covered for hardware failure.

ADM cannot be held responsible for any down time, data loss, loss of business or profits, as a result or consequence of a problem being identified/reported or as a result of failure of the ADM GuardDog software.

ADM does not warrant that the ADM GuardDog software will meet all customer requirements or that the operation of the ADM GuardDog software will be uninterrupted or that the software will be error free.

Should an Internet connection and electrical supply not be provided to the equipment ADM Computing will not be able to monitor and thus report on that equipment.

The agreement term will normally be one year. However, the customer may cancel any or all Services to be performed by the ADM GuardDog by contacting their ADM Account Manager in writing (including e-mail communication) giving 28 days notice. ADM Computing will confirm receipt of such notice to cancel by way of written communication (including e-mail communication). ADM may also cancel Services provided, giving the same notice period and conditions of notice. ADM Computing shall be entitled to charge the Customer for one month's duration for any Services enabled.

Signed for and on behalf of ADM Computing

Date:.....

Signed for and on behalf of the Customer

Print Name: Company Name:

Date: