



## MODULE REMOTE SUPPORT

APPLICANT INFORMATION	
COMPANY	
NAME	SURNAME
TELEPHONE REFERENCE	E-MAIL ADDRESS

PRODUCT DATA	
AREA SX INVOICE NUMBER	PRODUCT CODE
PRODUCT NAME	
SERIAL NUBRE (IF PRESENT)	

**In case you are not in possession of a service contract or a product out of warranty, the hours of service will be charged according to price list (50 €/H in hours of assistance– 75 €/H after hours service)**

DESCRIPTION REPORTED FAILURE AND / OR SERVICES REQUIRED:	

DATE AND TIME FAVORITE FOR INTERVENTION (Subject to availability)	
DATA REQUEST:	HOUR REQUEST:



**AREA SX SRL**  
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EMAIL: dirtecnica@areasx.com

## MODULE REMOTE SUPPORT

### TERMS AND CONDITIONS ON ASSISTANCE

- It raises the AREA SX Srl from any liability for indemnity and hardware issues and / or software that might occur after their interventions.
- The Buyer shall notify the AREA SX personal temporary data for remote access to their computer systems.
- The remote support activities may require the local presence of qualified staff for making the necessary checks on the hardware installed; the Buyer shall prepare the presence of such personnel.
- The assistance applies only to products and / or AREA SX software.

**The assistance shall be in the working days, from Monday to Friday, from 9.00 to 12.00 and from 14.00 to 17.00. For routine work performed overtime a: rate applies € 50/H for products under warranty and 75 €/H for out of warranty. Any extraordinary measures may be pre-programmed to run on Saturdays or on Sundays. Even in this case, a rate for extraordinary measures will be applied.**

Work on products are not risk-free; while adopting extreme caution you may have malfunctions and / or loss of data. **The backup or backup of data must be carried out by your staff before requesting any work on the system. In no event AREA SX Srl is responsible for damage and / or loss of data in the apparatus for maintenance.**

AREA SX Srl disclaims any liability in all cases where there is an impossibility of performance due to force majeure due to third parties (for example, your Internet connection failure).

**For all products based on LINUX operating system (SmsMachine, loadbalancing, IGROd, sxpi etc) it must be enabled by NAT or VPN access SSH console (tcp / ip port 22).**

SSH ACCESS DATA	
IP ADDRESS:	PORT:
USERNAME:	PASSWORD:
VPN:	

### FOR ACCEPTANCE

DATA	SIGNATURE
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**This form, completed in all its parts, dated and signed must be sent by fax (+39.06.62.20.27.85), PEC (info@pec.areasx.com) or E-mail (dirtecnica@areasx.com)**