

WEBCON Support Portal Terms of Use

1. Introduction

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2. Warranties and Disclaimers

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NOTWITHSTANDING THE FOREGOING, WEBCON'S RESPONSES TO SERVICE REQUESTS AND ANY PROGRAM UPDATES DISTRIBUTED THROUGH THE SUPPORT PORTAL ARE SUBJECT TO THE RELEVANT WARRANTIES AND EXCLUSIVE REMEDIES STATED IN THE AGREEMENT BETWEEN YOU AND WEBCON.

WEBCON RESERVES THE RIGHT TO MAKE CHANGES OR UPDATES TO THE SUPPORT PORTAL, THE MATERIALS, AND/OR THE PRODUCTS OR PROGRAMS DESCRIBED IN THE SUPPORT PORTAL AT ANY TIME WITHOUT NOTICE.

3. Confidentiality

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permission of WEBCON. WEBCON will take reasonable measures to keep third parties from obtaining unauthorized access to service requests that you submit using the Support Portal; however, WEBCON does not guarantee that third parties will not have access to any information, comments, feedback, or materials that you submit to WEBCON through or in association with the Support Portal.

4. Forums and Hyperlinks

The Support Portal may contain newsgroups, forums, bulletin boards, or other public forums ("Forums"). WEBCON does not endorse (and has not necessarily reviewed) any communication made by any person (including WEBCON personnel) in any Forum. The Support Portal may contain hyperlinks to web sites controlled by parties other than WEBCON. WEBCON is not responsible for and does not endorse the contents or use of these web sites.

5. Materials and Support Portal Terms of Use Subject to Change Without Notice

The contents of the Materials are subject to frequent change without notice. As well, the Support Portal Terms of Use may change without notice, and you agree to abide by the Support Portal Terms of Use in effect each time that you access the Support Portal.

6. Right to Revoke and Monitor Access

WEBCON retains the right to revoke access to the Materials at any time for any reason. Access to the Support Portal may be monitored by WEBCON.

7. Feedback

If you send or transmit any communication or materials to WEBCON, by mail, email, telephone, or otherwise, suggesting or recommending changes to the WEBCON products and/or cloud services, including without limitation, new features or functionality relating thereto, or any comments, questions, suggestions, or the like ("Feedback"), WEBCON is free to use such Feedback irrespective of any other obligation or limitation between the parties governing such Feedback. You hereby assign to WEBCON all right, title, and interest in, and WEBCON is free to use, without any attribution or compensation to any party, any ideas, know-how, concepts, techniques, or other intellectual property rights contained in the Feedback, for any purpose whatsoever, although WEBCON is not required to use any Feedback.

8. Availability and Remuneration for Service Requests

The service request functionality is available to (i) users who have an appropriate SLA support agreement with WEBCON on the terms of that agreement; (ii) WEBCON software users during the guarantee period of the software or services delivered by WEBCON; (iii) users who will make a prepayment based on the appropriate order of consulting services.

If the rules of settlements have not been regulated by separate agreements with WEBCON, performed services exceeding the scope of the guarantee are billed at the then-current rate for the day of settlement (day of invoicing). If the services referred to in the preceding sentence exceed the pre-paid amount, WEBCON will issue an invoice covering the remuneration by the 10th day of the month following the month in which the services were provided.