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RCC TECH SUPPORT FOR 3rd PARTY HARDWARE

When hardware is purchased from an outside vendor (other than RCC) and RCC is asked to assist with hardware and network issues, the time spent by an RCC tech support person becomes a billable item to the customer. Supporting hardware and networks not installed or setup by RCC can be difficult and time consuming and can be costly to the customer, due to the time frame of diagnosing and/or determining the setup that was done by an outside source.

The signature on this document is acknowledgment of the customer's notification of this policy. RCC reserves the right to charge the higher support rate as documented in our hardware requirements document, but will typically bill the normal hourly billing rate for tech support assistance.

Customer's Signature: _____

Date: _____