

ITS Walk-In Center Desktop Support (Bugbuster Service)

Please review the following statements.

1. I am either the lawful owner of the computer, or I am permitted to represent the organization or person the computer belongs to.
2. I authorize ITS Desktop Support BugBusters to access any, and all data, information, or physical parts of my computer equipment as it is necessary to perform the requested service.
3. I understand the work performed by ITS Desktop Support BugBusters may not completely resolve any issue with the computer. Also, the work that is performed may not prevent future problems.
4. I understand that ITS will attempt to backup my data to assist with minimizing any data loss; however, ITS is not responsible under any circumstances for loss or corruption of data and/or software, even if the owner was unable or unwilling to backup the data prior to receiving support. (ITS will attempt to keep the backed up data for a period of up to two weeks; however, ITS reserves the right to delete the data prior to that time.)
5. I understand that ITS Desktop Support BugBusters does not repair hardware problems. If a hardware problem is diagnosed, I will be advised to take the computer to PC maintenance for further resolution.
6. I understand that ITS Desktop Support BugBusters are performing this service at my request and is not responsible for any damages, loss, liability, or inconvenience that result from the services provided.

I have read, understand, and agree to these statements, and authorize ITS Desktop Support BugBusters to take reasonable and necessary actions on my computer to satisfy my service request.

(adapted from UT-Austin IT Service Waiver)