

Client Authorization for Remote Access, Session Recording, and Confidentiality

Anantus.net LLC · signed electronically before any access ·
sample copy

Sample for review, subject to change after legal review. The copy you sign is sent for electronic signature and has your details filled in. Questions about any clause: contact@anantus.net.

This Authorization is between **Anantus.net LLC** ("**Anantus**") and the client named below ("**Client**").

Client (legal name)

Signer's name and title

Signer's email and phone

Engagement

e.g. 1-Day Diagnostic (\$1,500 fixed),
Cluster Audit, or Hourly

Systems covered (hostnames /
descriptions)

Access window

From _____ to _____
(access ends automatically at the
end)

Access level

☐ Standard (no administrator rights)
☐ Administrator (sudo)

1. Authorization to access

1.1 Client authorizes Anantus and its authorized engineers to access the Systems listed above, remotely, during the Access Window, solely to perform the Engagement. This authorization does not cover any other system, network or data.

1.2 Client controls access. Client creates the temporary access (using the Anantus access script or its own method) and may end it at any time, for any reason, by running the revoke command or disconnecting the machine. Access also ends automatically at the end of the Access Window.

1.3 Every action Anantus takes on the Systems is taken by or under the direct control of an authorized Anantus engineer, identified in the session record by an engineer ID, and is recorded with the reason for it.

2. Signer's authority

The signer confirms that they are authorized by Client to grant access to the Systems and to agree to this Authorization on Client's behalf, and that granting this access does not violate any agreement, policy or law that applies to Client or the Systems (including any obligations to Client's own customers or employer).

3. Session recording

3.1 Client consents to Anantus recording every remote session, including every command run on the Systems and its output, with timestamps, for quality control and for the protection of both parties.

3.2 Anantus keeps the recording in tamper-evident form, sends Client a copy and a unique session fingerprint at the end of each session, and keeps its copy for 3 years, after which it is deleted unless needed for a dispute.

3.3 Calls. If any phone or video call is recorded, Anantus will say so at the start of the call, and recording proceeds only with everyone's consent, as Pennsylvania law requires. Client consents to such recording when announced.

4. Confidentiality (mutual)

4.1 Anantus will keep confidential all of Client's information it sees during the Engagement, including data, code, configurations, credentials and business information. It will use that information only to perform the Engagement, will not copy Client data off the Systems except as needed for the Engagement and disclosed to Client, and will delete any such copies when the Engagement ends, except the session record kept under section 3. Anantus may use third-party software and services that are bound by confidentiality obligations to process Engagement information, and will name them on request.

4.2 Client will keep confidential Anantus's non-public methods, tools, scripts and pricing (Client's own report and deliverables belong to Client on payment), and will not share them except internally as needed.

4.3 These duties last for 3 years after the Engagement (and indefinitely for trade secrets). They do not apply to information that is public or that the law requires to be disclosed.

5. Client responsibilities

5.1 Backups. Client is responsible for having current backups of the Systems and their data before access begins.

5.2 Client will tell Anantus about any production, safety-critical or regulated workloads on the Systems before access begins, and Anantus will not change those without Client's specific approval.

5.3 Client will not ask Anantus to do anything unlawful.

6. Work and changes

Anantus performs diagnostic and configuration work to the standard of a careful professional engineer. Anantus will describe any change that alters configuration, software or data before making it, and will make it only with Client's approval (given in writing or in the session chat, which is recorded).

7. Limits of liability

7.1 Anantus's total liability arising from the Engagement is limited to the fees Client paid for that Engagement.

7.2 Neither party is liable for indirect, incidental or consequential damages, including lost profits or lost data, except for breach of confidentiality or willful misconduct.

7.3 Anantus provides no warranty that a problem can be fixed; the Engagement's own terms (for example, the diagnostic's guarantee) govern refunds.

8. General

Pennsylvania law governs this Authorization. It is the parties' agreement on remote access, recording and confidentiality for the Engagement, alongside the Engagement's statement of work or invoice. Electronic signatures and records are valid and binding (U.S. ESIGN Act; Pennsylvania Uniform Electronic Transactions Act).

Client: _____ (electronic signature) Date: _____
Name / title: _____

Anantus.net LLC: _____ (electronic signature) Date: _____

Authorized Representative, Anantus.net LLC (signing from support@anantus.net)