



PROBATIONER AND PAROLEE HANDOUT

CONTACT

Toll-Free:
(866) 776-0731

Website
Remote-COM.com

Technical Support:
support@remote-com.com

Billing Support:
accounting@remote-com.com



Cost

Invoices are sent by email on the 15th of each month for the upcoming month and are due by the end of the month. If you would like to set up an automatic payment, call the toll-free number (866) 776-0731, during office hours of Monday-Friday from 8am-5pm CT.

Installation/Connection Fee (per device):

- \$50 Computer (Windows and Macintosh)
- \$30 Mobile Device (Android)

Monthly Monitoring Fee (per device):

- \$40 per device is due by the end of each month to pay for the upcoming month in advance of service. We do not offer any pro-rates or discounts.

Additional Fees:

- Late Fee:** A \$20 fee is applied on the 5th of the month if payment was not recieved for the current month.
- Missed Appointment Fee:** A \$20 fee is applied if a client does not answer, or is unavailable for a scheduled appointment.
- Reinstall Fee:** \$50.00 per computer or \$30.00 per mobile device. Reinstall fees are incurred when a device is replaced with another device or if the monitoring software is removed or damaged. *(There is no charge for software updates.)*



Registration Instructions

Make sure your device is supported by our software

Android 4 and up

Windows XP and up

Macintosh OSX Snow Leopard and up

Go to the RemoteCOM website, remote-com.com, and select the Enroll tab at the top of the page. Follow the steps in the enrollment form. It is important that your correct email address is entered, as this is how you will receive your billing invoices and service notices.

During your enrollment you will be directed to make a payment. Payment for installation and the first month is required to be able to submit the enrollment and prior to the software being installed.



Before Installation

Make sure that all operating system updates and your antivirus are installed prior to installation. A list of approved antivirus software and malware detection software is located on our website.

All computer installations are done online, requiring an internet connection and someone present at the computer with administrative privileges. An installer will contact you by phone at the scheduled date and time. The installation process averages 30 minutes; times vary according to the type of device and internet connection.

Depending on the brand of your mobile device, installations are performed either with your supervision officer present or remotely with one of our RemoteCOM technicians.