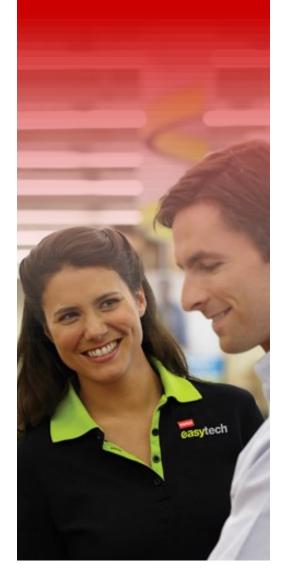
# Cloud Services Technical Support

- 24/7 technical support
- Monthly tune-up and reporting
- Remote monitoring and management



## Enjoy the benefits of an in-house IT department for a fraction of the cost.



We keep your business connected with secure, complete and ongoing technical support by professionals. You get the continuity of an around-the-clock, managed IT environment.

#### 24/7 Technical Support:

- 24/7 Online Technical Support (chat/email)
- · Certified help desk agents to fix PC problems
- How-to Q & A (eg: MS Office)
- Canadian-based agents
- 24/7 Telephone Technical Support (Premium)
- Unlimited calls to toll-free number (Premium)

### Monthly Tune-up & Reporting:

- Remote updates to your operating system
- Report card on the health of your computer
- PC maintenance for optimized computer performance

#### Remote Monitoring & Management (Premium):

- Continuous 24/7 early warning detection
- Install & manage software updates/patches
- Protect daily PC uptime and performance

| Advanced Support |          | Premium Support |          |
|------------------|----------|-----------------|----------|
| Monthly Advanced | \$9.99   | Monthly Premium | \$29.99  |
|                  | # 369089 |                 | # 369091 |
| Annual Advanced  | \$109.99 | Annual Premium  | \$339.99 |
|                  | # 369184 |                 | # 369185 |