

Safe Computing Package Options

| | Remote | Plus | Ultimate |
|----------------------------------|--------------------------|----------------------------------------------------------|------------------------------------------------------------|
| | Safe Computing Package | Safe Computing Plus | Safe Computing Ultimate |
| Tech Time ¹ | Billed at standard rates | Two hours shop time (eg. Two semi-annual multichecks) | Four hours shop time. (eg. Four quarterly multi-checks) |
| Priority Service ² | | | Yes |
| Anti-Virus Software ³ | Avira Antivirus Pro | Avira Antivirus Pro | Avira Antivirus Pro |
| Backup Service | | | Carbonite or AVG Cloud |
| Telephone Support ⁴ | Included | Included | Included |
| Remote Support ⁵ | Included | Included | Insta-Remote Included ⁶ |
| | | | |
| Email | One mailbox | Two mailboxes | Five mailboxes |
| Value ⁷ | Value \$175.00 | Value Over \$350.00 | Value Over \$660.00 |
| Single Annual Payment | Price \$149.95 | Price \$199.95 | Price \$249.95 |
| Monthly (cc auto bill) | \$14.95 / month | \$19.95 / month | \$29.95 / month |

Notes:

Safe Computing Packages are offered exclusively to individual /non-commercial customers. Service is available during normal business hours. Evenings and weekends are available by appointment.

¹ Tech time is based on in-shop service. Housecalls are billed at our normal rate less 10%. Unused time expires at end of term and does not roll over.

² Your computer goes to the front of the queue for bench service

³ Antivirus software gives you a fighting chance against the bad guys. No antivirus protection is 100% and so you need to practice safe computer and do regular backups.

⁴ Billed tech time is billed in quarter hour increments. Unused tech shop time credit may be used. Tech may request that the computer be brought in for service if they are unable to resolve the issue over the phone in a reasonable period of time, in which case normal rates will apply for the in-shop service.

⁵ Remote support requires temporary installation of an agent that is uninstalled at the completion of the session. Instant Remote Support requires the installation of an agent that stays on your computer. If the tech is unable to resolve the issue, the tech may request that the computer be brought in for service, in which case normal rates will apply for the in-shop service.

⁶ Insta-Remote service requires that a full time software agent be installed on the computer.

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⁷ Value based on retail price of individual components. Value of unlimited telephone, remote support and priority service based on list prices of competitive offerings. (\$169.95-240 / year as of 8/2/2010)