

Techliner Computer Services Gold Support - One Year Computer Support Agreements 9/1/2013

Overview:

Techliner Computer Services LLC (Techliner) Gold Support Provides One Year of Technical Support for a Desktop Computer, Laptop, Notebook, or Mobile Device (Includes Windows Operating Systems and Apple Operating Systems). This coverage also includes currently setup Printer(s) and Backup Device(s). Coverage also includes diagnosis of wireless issues, email access issues, internet connectivity issues, and initial contact with customer's ISP when required.

For the purpose of initial diagnosis, a connection to customer's computer may be made from Techliner's computer by remote signon (when connection is possible). If, after initial diagnosis, issues cannot be corrected by remote signon, one of two courses of action below will be chosen by Techliner to correct the issues:

1. In most cases, a request that customer's machine be brought to Techliner's shop in Marlborough for issue resolution, including malware removal, and tuning at no additional cost.
2. If an onsite visit is required, Techliner will send a field service technician to customer's site to correct the issue, at cost to the customer of \$25 per onsite visit.

Other Terms:

Setup of additional devices, or installation, maintenance and support of applications other than email and internet browser are not covered under this agreement. Coverage does not include repairs to laptop AC adapter jacks, or any laptop repairs requiring that the case be disassembled (except for battery swap, hard drive swap, or CD/DVD swap, which is covered when required). Hardware repairs to mobile devices are available though not covered under this agreement. Customer to provide valid product keys from software manufacturer as required. Customer is responsible for ensuring backup of all their data files, and scanning with an anti-malware application on a regular basis.

Techliner Gold Support Includes:

Techliner Gold Support includes diagnosis of computer issues, including malware removal, and tuning, resolution of internet and email issues, and many repairs, including the following repairs for Desktop Computers when required: power supply replacement, memory replacement, CD/DVD replacement, replacement of defective hard drive and reimaging of operating system, and restoration of documents from most current customer provided backups after reimaging. Any parts required for repairs to be billed separately. CT State Tax additional.

Cost:

First Computer, Notebook or Device	\$190
Each Additional Computer or Notebook	\$130
Each additional iPad, iPhone, or Droid	\$80 per Device. 1/2 Hour of setup time included.

Please reply to Techliner@icloud.com to request this IT support or with any questions you might have.