



ServiceConnection Brings You PlumChoice Online PC Services

Looking for a cost-effective solution for technical support? Do you need assistance setting up or installing your printer, PC, or laptop? Our certified technicians can help install, repair, upgrade, or demonstrate your favorite technology—online, at home, or wherever you are! With just one toll-free number, you can enhance your productivity and performance.

Features:

- Toll-free phone support 24x7
- Flexibility to purchase pay-as-you-go minutes or pre-defined incident packs
- PC hardware and software technical support for Microsoft/Windows platforms
- PC application how-to support for Microsoft/Windows platforms
- Direct access to A+ and Microsoft certified technical support resources
- Support assistance with local and remote connectivity
- Virtual desk-side assistance with remote-monitoring support
- Electronic call logging

Advantages:

- Single source for PC end-user support ■ End-user satisfaction
- Rapid problem resolution ■ Increased productivity
- Reduced costs with a predictable price ■ Efficient use of in-house IT staff

Just one number gives you access to all the computer experts you're looking for

- Microsoft Application Trainers ■ Microsoft Product Specialists
- A+/MCP/MCSE Certified Professionals ■ Network Administrators ■ HTML Developers.

Every technician is pre-qualified, has 3+ years experience in a help desk environment, and completes an extensive two-week training course on excellent service delivery and the virtual interface.

Contact Your Corporate Account Manager

1 • 800 • 800 • 0021 serviceconnection@pcconnection.com

ServiceConnection Remote Help Desk Solutions

Your choice: pay as you go or buy a block of remote support incidents

- Includes spyware and virus cleaning, PC optimization, configuration, installation of software, a wireless network, PDAs and other office and mobile technology
- PC, network, or personal electronics support ■ 24x7 availability ■ Online service

SKU	Description	Price
7776864	5 Hours	\$427 ⁹⁵
7776881	10 Hours	846 ⁹⁵
7776899	25 Hours	2,092 ⁹⁵
7776901	15 Incidents	698 ⁹⁵
7776936	30 Incidents	1,381 ⁹⁵
7776979	50 Incidents	2,278 ⁹⁵

PlumChoice tracks unused incidents in your account. A notification will be emailed when your account is below two (2) incidents. Incidents will expire one (1) year from original purchase.

Other Services to maintain your productivity

SKU	Description	Price
7888524	PC Set-Up <ul style="list-style-type: none"> ■ Configuring Windows updates ■ Configuring anti-virus software ■ Installing and configuring anti-spyware software ■ Configuring Windows firewall ■ Configuring browser security settings 	\$49 ⁹⁵
7888559	Software Installation <ul style="list-style-type: none"> ■ Install or uninstall, setup, and configure any software application, including security, business, internet, email, gaming applications from the Internet or CD-ROM ■ Software setup and configuration ■ Remove potential software incompatibilities 	\$39 ⁹⁵
7888567	Wireless Network <ul style="list-style-type: none"> ■ Configure and setup a secure wireless home network ■ Firewall setup ■ File/printer sharing ■ Includes networking for two (2) PCs/laptops 	\$79 ⁹⁵
7888583	Network Security Set-Up <ul style="list-style-type: none"> ■ Configure and setup security for PCs and other network devices ■ Review existing network ■ Ensure secure access to all devices on your network ■ Firewall setup ■ Enable password setup 	\$49 ⁹⁵
7888591	Printer Set-Up <ul style="list-style-type: none"> ■ Hardware and software setup for printer, scanner, external drive or mobile technology ■ Networking and security ■ Installation and configuration 	\$49 ⁹⁵
7888612	Peripheral / PDA Set-Up <ul style="list-style-type: none"> ■ Hardware and software setup peripheral, device, gadget or mobile technology ■ Networking and security ■ Installation and configuration 	\$49 ⁹⁵

About PlumChoice

Based in Billerica, MA with remote offices throughout the U.S., PlumChoice Online PC Services is a trusted provider of online computer support for the home, home office, and small business. PlumChoice's premium remote computer and technology service is available to home and business PC users, business travelers, telecommuters, college students, persons with limited mobility, and any PC user with Internet access. Founded in 2001 by eighteen-year industry veteran and entrepreneur Ted Werth, PlumChoice is a privately-held corporation.

PlumChoice has been recognized with a New England Innovation Award, by the SmallBusiness Association of New England.