



What the maintenance contract includes:

Maintenance on your computer is done remotely on a monthly basis and includes:

- Anti-virus status verification and log report verified
- The latest Operating System Patches
- Program Updates
- Removal of temporary files
- Cleaning of local Hard Drive
- Defragmentation of Hard Drive
- Applying the latest performance tweaks
- Advice to help your computer go faster and last longer

The Benefits of having a maintenance contract are:

- You will be protected against viruses, spyware, and other security threats
- Your computer will remain up-to-date with the latest patches and updates
- Your computer will work fast and won't slow down
- Ultimately, your computer will last longer, your data will be safe, and you will reduce long-term computer repair costs

You need a maintenance contract if:

- You just got a new computer and you want to keep it running "like new"
- You want to make your computer faster and last longer
- You can't afford data loss or down-time
- You want to cut down computer repair costs

How is the monthly maintenance performed?

Our experienced technicians connect remotely to your computer once a month, for 12 months, to perform the routine maintenance on a specified date and time.

No on-site access to your computer is needed for maintenance.

How long does the maintenance take?

The first maintenance session includes performance tweaks and possibly the installation of security software which will take anywhere from 45 minutes to 1.5 hours depending on your computer.

Regular monthly maintenance only takes 30-45 minutes a month and is performed in one session.

Is my data safe?

Yes. We connect to your computer remotely using only the most sophisticated and secure software. Your data is held highly confidential and is never copied from your computer.

Is this for PC or MAC?

Currently, we only offer the maintenance services for PC. Your PC must be running Windows XP, Windows Vista, or Windows 7. Servers can be running any version of Windows.

What do I need to do to get started?

All you need to do is sign the contract and return to your sales representative or mail it back to us. Once we have received the contract we will contact you to set up the remote connection (at no charge) and to verify your information. You will be invoiced after your information is confirmed.

How much is it and how do I pay?

Maintenance Contracts are billed annually at the rate of **\$275 per computer** for home computers and \$300 per computer for work computers. You can add up to 10 computers on one contract. For more than 10 contracts, please contact management at 805-624-6473.

Payment is to be made by Client upon receipt of Invoice or within 10 days thereafter. Payment may be made by check or money order must be made payable to *Ability Computer Experts, 543 Country Club Drive, Suite B #428, Simi Valley 93065*, or by cash.

What if I decide to cancel?

If you aren't completely satisfied after the first maintenance session, you can receive your money back less \$50. After 30 days, no amounts will be refunded.

Who should I call if I need to ask a question or cancel?

Ability Computer Experts
www.abilitycomputerexperts.com
maintenance@abilitycomputerexperts.com
805-624-6473 (office)
866-379-9014 (fax)