

AT&T Tech Support 360SM

Pricing & Packages

Three Monthly Service Plans

unlimited remote, email & phone support

Customer Support	Advanced \$19.00/month* Per computer	Premium \$24.00/month* Per computer	Premium PLUS \$28.00/month* Per computer
GENERAL SUPPORT *\$89.00 one-time service fee includes first month & PC Tune up			
SAFELink onboard client, PC evaluation & recommendations	X	X	X
Internet Self-scheduling option	X	X	X
Phone, on-line chat, e-mail support	X	X	X
Access to Next available technician	X	X	X
One time PC Tune-Up included	X	X	X
Internet Transport Issue triage	X	X	X
On-site visit	Extra fee	Extra fee	Extra fee
TECHNICAL SUPPORT			
PC hardware	X	X	X
Operating systems	X	X	X
Software applications	X	X	X
Peripheral devices	Up to 2	Unlimited	Unlimited
Software installation/removal		X	X
Ongoing PC tune-ups		X	X
Spyware/virus removal		X	X
Wireless network set up		X	X
Software Application usage training		X	X
DATA PROTECTION			
Unlimited remote data storage			X
"Set & Forget" auto back-up			X
Data restoration & retrieval			X

One-Time Services

Ala Carte options

Other Tech Support 360 options:

- **One-Time Services:** Network Set up, Software Installation, Data migration, Digital Camera/Device set up
- **Bundle of Minutes:** Use across any PC for any service, pay in 15 minute increments. Keep unused minutes



Per Minute Bundles

- 15 Smart Minutes - \$35.00
- 60 Smart Minutes - \$99.00
- 180 Smart Minutes - \$265.00
- 300 Smart Minutes - \$420.00

On-Site Technical Support Visit

- \$149/hour

Service	One Time Fee
Spyware & Virus Removal	\$109.05
PC Tune Up Plus (includes Spyware removal)	\$139.00
PC Optimization	\$59.95
Wireless Network Set up	\$89.95
Network Security Set up	\$49.95
Software Installation	\$49.95
PC Diagnostic	\$39.95
Digital Camera Set up/ Training	\$59.95
Digital video Set up/ Training	\$109.95
MP3 Player Set Up	\$49.95
MP3 Player/ Satellite Set Up	\$59.95
Peripheral/ Device Set Up	\$59.95
Microsoft Vista Upgrade Advisor	\$25.95
Microsoft Vista Training	Starting at \$45.95

***12 month min agreement, \$50 Early Termination Fee**

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