



Premium Tech Support

"Above-and-beyond" technical support
for home computing.

Need extra support for home computing? Call us!

Not everyone who drives a car is a good mechanic. The same is true of computer users. You may love browsing and downloading on your computer without knowing how to keep it running its best. That's why we created Premium Tech Support exclusively for Consolidated Communications Internet customers.

With "above-and-beyond" support from Premium Tech Support, we can help you set up printers, download/install software, activate security settings, or get online with your digital camera and MP3 player.

You can pay for individual services *a la carte* — or get a monthly subscription for access to all services. It's up to you. Either way, our team of computer wizards is here for you.

Premium Tech Support is available for both PCs and Macs and supports desktop and laptop computer users.

Subscription

Ongoing support for
one computer: **\$14.99/mo.**

Ongoing support for
two computers: **\$24.99/mo.**

Both subscription plans include wireless security setup for two computers and Wireless network setup for three computers.

Computer Tune-Up & Maintenance

Computer maintenance

\$50

(without
subscription)

- We'll keep your computer in shape by performing Windows disk cleanup, enabling Windows updates and activating Windows firewall.

Computer tune-up

\$125

(without
subscription)

- Our tune-up includes performing a full diagnosis of your computer, freeing up disk space by removing unused programs and unnecessary temp files, running Windows defragmenter and disk cleanup, enabling Windows updates and activating Windows firewall.

Computer Security

Computer security diagnosis

\$50

(without
subscription)

- We can diagnose computers infected with spyware, malware and viruses — plus recommend repair steps such as installing customer-provided Internet security suite.



1.800.480.0080

Home Networking (continued)

Wireless network setup on three computers

- We can configure routers, switches, hubs or wireless networking equipment, as well as computer security settings and wireless adaptors for three computers.

\$125
(without subscription)

Third-Party Peripheral Devices

Printer setup and trouble-shooting

- Let us set up your printer, including installation of printer drivers and configuration of printer settings. If you need help with an existing printer, we can trouble-shoot printer settings and/or reinstall the printer.

\$75
(without subscription)

Camera or MP3 player

- We'll help you learn how to use a digital camera or MP3 player, including installing desktop software and configuring devices.

\$75
(without subscription)

Computer Security (continued)

Computer security repair

\$125

- We'll diagnose computers infected with spyware, malware and viruses — plus recommend repair steps such as installing customer-provided Internet security suite or licensed Consolidated tools. Then we'll scan and remove any detected spyware, malware or viruses. (without subscription)

Software & Hardware Installation

Software & hardware trouble-shooting

\$75

- Let us help you install and trouble-shoot new and existing computer software, including any commercially available licensed software or hardware but excluding enterprise applications or hardware. (without subscription)

Home Networking

Wireless security setup on two computers

\$40

- We'll enable wireless security on your devices and set up wireless security settings on two computers. (without subscription)

Wireless network setup on two computers

\$75

- Let us configure your routers, switches, hubs or wireless networking equipment, as well as computer security settings and wireless adaptors for two computers. (without subscription)

Sign up for Premium Tech Support today!

1.800.480.0080
consolidated.com



Premium Tech Support is available exclusively to Consolidated Communications Internet customers and will be provided by phone and remote software. Monthly subscribers must make a one-year service commitment. Subscribers who cancel service within 180 days of enrollment are subject to an early termination fee of \$119.99; a prorated termination fee of \$59.99 will apply for subscribers who cancel service after the initial 180 days of service. After completing the initial 12-month service commitment, customers will continue to be subscribed to Premium Tech Support until they request that the service be removed. If Premium Tech Support is unable to resolve an issue, a \$40 diagnostic call fee will be charged to nonsubscribers.

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