



TotalTech Services

• **Diagnostic** **FREE!**

Up front diagnostic to determine the problem and recommended repair solution.

• **Total TuneUp** **\$49.95**

If you have noticed your computer seems to get slower and slower, the Total TuneUp is for you.

• **Virus + Spyware Removal** **\$99.95**

If your computer seems to be acting strange, it may be infected with a virus or spyware.

• **Complete Care** **\$109.95**

Combines all of the great services from both the Total TuneUp and Virus + Spy-ware removal for a discounted price.

• **Advanced Repair** **\$99.95**

Quality advise and remote support to diagnose and repair any computer problem outside the scope of the Total TuneUp and Virus + Spyware Removal.

• **OS Customization + Training** **\$49.95**

If you've just upgraded to Microsoft's new Operating system or recently started using Mac OS X, the Customization + Training services may be for you.

• **Total Membership** **\$169.95/year**

The TotalTech Membership gives your computer full access to all of the TotalTech services and benefits for one low annual price!

*Say Goodbye
to your PC Worries!*

Complete Technical Support Powerhouse



Total Tech
Personal. World-Class. Support.

TotalTech FAQ's

How long does an average TotalTech session last?

The average online support session lasts anywhere from 25 to 45 minutes. However, depending on the type of problem you're experiencing, online support may be shorter or much longer. Regardless of the time it takes, TotalTech is committed to helping fix your problems and ensuring that you're satisfied with their work.

Do I need to stay with my computer the entire time?

TotalTech technicians will need you to be present when they begin to work on your machine to assist in establishing a secure connection. After that, you can continue with your day. TotalTech will call or email you when their work is complete.

Where are TotalTech Technicians located?

TotalTech Technicians are all employees of SecurityCoverage, Inc. based in Cedar Rapids, Iowa. SecurityCoverage is a privately owned company that supplies fully managed, fully supported corporate -style desktop computing security and technical support services to individual users through a partnership group of Internet Service Providers.

What happens if TotalTech cannot fix the problem?

TotalTech guarantees all of its work for 48 hours. If during this time you are unsatisfied with our results, or the issue still exists, TotalTech will do its best to resolve the issue or offer a full refund.

Virtual PC Repair from the Comfort of Home!



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What is TotalTech?

TotalTech is your technical support powerhouse, providing U.S. based, virtual 24/7 Geek Squad-like services for your computer, networking, or technology needs at a value price! TotalTech will remotely access your PC or Mac via the internet to diagnose and fix almost any problem.



How does TotalTech work?

Utilizing secure remote technology, technicians are able to connect to your computer safely over the Internet and fix the problem while you sit and watch. You see everything that's happening, and it's faster, cheaper and more secure than taking your computer out of your home or office. You can take control of the session at any time, and when the secure connection is closed, technicians no longer have access to your computer. TotalTech also understands that your time is valuable and when it comes to technology, you just want it to work. That's why TotalTech's staff speaks English first, and computer-jargon second. Trained technicians work diligently to solve the problem, which gives you less downtime and less lost productivity. Technology exists to make your life easier and TotalTech is here to keep it that way!

How am I billed for TotalTech Services?

The technician will ask for your credit card, billing address and security code appointed to the card, and authorize it for your requested service price. When the service is completed successfully, your credit card is billed for the service provided. If you are not completely satisfied or the repair was not successful, you pay nothing. All transactions are performed internally by the TotalTech trained staff, and your personal information is not shared with anyone.

Security Coverage TotalTech

1-888-723-4932



TotalTech Services

Diagnostic Service - FREE

Let TotalTech technicians perform an upfront diagnostic to help determine the problem and recommend the right repair solution.

Total TuneUp

If you have noticed your computer seems to get slower and slower as time passes, you have to keep in mind that it's like a car - your PC needs regular maintenance to keep it running smoothly. With a Total TuneUp, TotalTech certified technicians will:

- ◆ Remotely access your PC and perform a diagnostic scan
- ◆ Identify and delete unnecessary temporary files that fill up your hard drive
- ◆ Recommend the removal of unneeded programs that slow performance
- ◆ Adjust your PC's system settings for faster, smoother performance
- ◆ Optimize and clean up orphaned registry settings
- ◆ Stop unnecessary programs from loading when your PC starts up
- ◆ Run a full hard drive defragmentation to optimize your files and storage space
- ◆ E-mail a report detailing all findings, actions taken and performance gained
- ◆ Perform system updates to improve PC speed and performance

Virus + Spyware Removal

If your computer seems to be acting strange, it may be infected with a virus or spyware, you might see frequent pop-ups, your Internet homepage being redirected to a different web page, or your Internet connection slowing down or even disconnecting. With a Virus + Spyware Removal, TotalTech certified technicians will:

- ◆ Remotely access your PC and perform a diagnostic scan
- ◆ Scan your computer's memory and hard drive for security threats
- ◆ Identify hidden and high risk computer software
- ◆ Remove malicious software and threats
- ◆ Review and update anti-spyware, antivirus definitions and software
- ◆ Identify and update any missing Microsoft Windows updates
- ◆ Advise you on how to avoid future infections



Complete Care

This is the ultimate in computer care! If you've considering throwing out your computer for a new one because of the performance issues or because it's overrun with viruses and spyware, TotalTech can help! The Complete Care service combines all of the great services from both the Total TuneUp and Virus + Spyware removal for a discounted price of \$109.95 (a savings of over \$25.00)! With a Complete Care, TotalTech technicians will:

- ◆ Remotely access your PC and perform a diagnostic scan
- ◆ Identify and delete unnecessary temporary files that fill up your hard drive
- ◆ Recommend the removal of unneeded programs that slow performance
- ◆ Adjust your PC's system settings for faster, smoother performance
- ◆ Optimize and clean up orphaned registry settings
- ◆ Stop unnecessary programs from loading when your PC starts up
- ◆ Run a full hard drive defragmentation to optimize your files and storage space
- ◆ Perform system updates to improve PC speed and performance
- ◆ Scan your computer's memory and hard drive for security threats
- ◆ Identify hidden and high risk computer software
- ◆ Remove malicious software and threats
- ◆ Review and update anti-spyware, antivirus definitions and software
- ◆ Identify and update any missing Microsoft Windows updates
- ◆ Advise you on how to avoid future infections
- ◆ E-mail a report detailing all findings, actions taken and performance gained

Advanced Repair

Quality advice and remote support any computer problem outside the scope of the Total TuneUp and Virus + Spyware Removal. With Advanced Repair, the TotalTech certified technicians can fix issues like:

- ◆ Fix identified software of Microsoft operating system issues
- ◆ Troubleshoot/assist in resolving high-speed Internet connection problems
- ◆ Identify/install Windows updates/patches to ensure optimal performance
- ◆ Identify/install software updates/patches to ensure optimal performance
- ◆ Diagnose and troubleshoot internet browser issues
- ◆ General troubleshooting of computer issues
- ◆ Plus more!

OS Customization + Training

If you just upgraded to Microsoft's new Operating system or recently started using Mac OS X, the TotalTech training and customization services are for you. The TotalTech certified technicians will:

- ◆ Provide 1-on-1 personalized PC or Mac training via phone
- ◆ Remotely access your PC or Mac
- ◆ Customize your computer settings to allow them to work the way you want them to, including the new graphical interface and custom gadgets and widgets
- ◆ Optimize security settings to leverage the built-in OS settings including: parental controls, web browser settings, security monitor, automatic updates, and built in firewall

Also available from Valley...



Complete Automated Internet Security Suite featuring Anti-virus/Anti-spyware Protection, Pop-Up Blocker, Microsoft Patch Updates, Personal Firewall, Professional Remote Installation

Total Membership

The TotalTech Membership gives your computer full access to all of the TotalTech services and benefits for one low annual price! The TotalTech membership gives you a registered, personal-use license key for 24/7 access to the TotalTech U.S. based technicians for all of your technology needs.