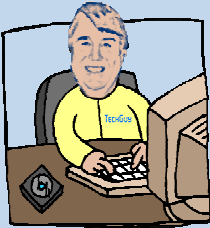


**EVER WISHED YOU HAD
SOMEONE TO ASK ABOUT A
COMPUTER PROBLEM?**

Some people have a friend that knows everything about computers and the Internet. If you have a friend like that you may be reluctant to call them every time you have a question. Now everybody can have a friend to call, your personal computer consultant or Tech



Guy for short. You will not be calling a big company where you never speak to the same person twice. This is a truly personal service. When you call you talk to me. No question is too small or too big. Our goal is make the large investment you have made in your computer and your internet access provide a better return.

“Tech Guy is worth his weight in gold!”

K. Shannon

Thanks for your “rescue” assistance. You’re the best!

C. Hughes

“I used to get so flustered with my computer. Now Tech Guy takes it over remotely and I just watch him perform his magic!”

N. Abbate

Tech Guy

Personal Computer Consultant

- Remote Help Desk (10 hours per year)
- Help with buying or finding free software
- Help with buying computer hardware
- Software, Security and Driver Updates
- Flat Rate House Call - for complex or hardware issues (additional cost)
- In Home Lessons on computer use or software (additional cost)
- Newsletter

**Low Monthly Fee
or
Lower Annual Contract
Control your costs!**

 **digital**
Video Creative Center

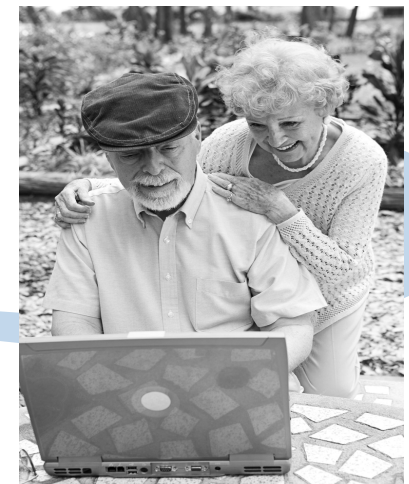
830.637.7968

techguy@vccdigital.com

Tech Guy

**PERSONAL COMPUTER
CONSULTANT**

**THE FRIEND TO CALL WITH
YOUR TOUGHEST
COMPUTER QUESTIONS**



830.637.7968

TECHGUY@VCCDIGITAL.COM

**SOMETHING IS WRONG WITH MY
COMPUTER BUT I DON'T WANT TO PAY
\$65 FOR JUST A DIAGNOSIS!**

When you are Tech Guy's friend you won't have to pay to find out what is wrong and pay more to fix it. For a reasonable monthly fee you can get all the help you want from cleaning up from a 'virus' infection or just a reality check on an email warning you that after Friday your computer will disintegrate if you press the space bar.

How You Get Help:

When you have a question or a problem you can contact us several ways. As Tech Guy's friend you will have a special phone number that can reach me in my office or my cell phone. You will also be provided with my user name so you can ask a question via any IM client such as Yahoo messenger, AIM, ICQ, or MSN messenger or Google Chat. If your question comes after hours or you would just prefer to use email you can email me and I'll answer or call back during office hours.

We connect and help you immediately

Remote Help Desk

When you subscribe you will get a small program to install on your computer. When you need help you just contact us with a request for help, double click on the icon which asks us to connect to you. At your initiation we can share your desktop and tell you how to do something or take over and 'fix' your computer. The program provides 100% security, if you don't ask for a connection we can't connect.



Our help desk is available during normal business hours.

House Call

If a hardware problem cannot be solved remotely a House call is a Flat \$50 versus normal rate of \$50. per hour. We actually don't like to make house calls so you can be sure that this will be a last resort.

In Home Lessons

Software lessons..how to use your software or hardware \$25.00 per hour remote, \$35 per hour at location.

Security, Software, Driver Updates

When you become Tech Guy's friend you will be set up to get automatic updates of security software and drivers where available. You will also get advisories on security risks. Since we will have the obligation to fix any security breaches we will do everything we can to be sure you avoid them. To keep your computer in top working order it is important to keep your drivers updated. If you don't know what drivers are if won't matter because we will just take care of making sure they are up to date.

Newsletter

12 issues a year recommending software, web services and other topics of interest to the home computer user.

Help Buying Software

Tell us what you want software or the computer to do for you and get our recommendations. In many cases we can recommend FREE or low cost software. Your subscription does not include support for software. You may be able to get support from the publisher or their website. We will help install and give you a short introduction. We can provide lessons on the use of most software for an additional fee.

Help Buying Hardware

Think it's time for a new computer or a new peripheral? Tell us what you want to do with a computer and get specific recommendations for online or retail purchase. Or in many cases we can advise you on upgrading your present computer to get another year or two out of it. We do not sell anything. We believe you deserve an independent opinion. If you want to make a purchase we will recommend the best product we can find to meet your needs and tell you where to purchase it. If you would rather we make the purchase for you we will do so but will add a 15% service charge. Installation is charged at the house call rate if necessary.

Contract Rates

(3 month minimum)

\$25 per Month

\$50 per Quarter

\$150 Per Year

(\$50 Setup Fee for new clients)

Contract covers one computer. Additional computers are the same price per month or quarter or \$75. per year. Network maintenance is treated as an additional computer and it is free if you have 3 or more computers under contract. Equipment covered: your computer, printer, scanner and other devices that do not work without being attached to your computer. Setup Fee includes complete security check and update. Contract includes 1 hr of remote connection per month or 10 hrs. per year. Additional remote hours \$15 each. All other services are unlimited. Rates are for home computers, office rates on request.

830.637.7968