



Microsoft
Partner Network



**FROM ONLY
€17.33 /month**

Home Support Packages



Annual Home Computer Support Plan

Did you know that the average computer user will need to access technical support at least eight times a year, but only calls once when everything fails?

Now imagine you can ask for expert computer help to fix your computer problems without clocking up additional costs... wherever you are and whenever you need it!

For a one off payment, Electronbox offers you a full IT support package for a whole year for all your computer problems and repair issues. In other words, peace of mind at an incredible price. Everything you need to keep your computer equipment safe, secure and trouble free when you need it and wherever you are.

We also make sure your computer is performing at peak performance.

Our Home Support Package includes:

- Telephone help and advice
- Instant remote technical support or help via e-mail
- Home visits by a trained technician to resolve problems that can't be dealt with remotely or by phone (a visit fee applies)
- **Free labour costs to repair your computer (saving of €59 per hour)**
- Virus and spyware removal
- An out-of-hours support line
- A yearly health check and optimization for your computer to increase its speed and performance **(saving of €125)**
- One free PC clean **(saving of €35)**

Available Services

- Access to technical support (includes telephone help and remote access during normal working hours)
- Out-of-hours support via Premium Rate line
- On-site support (visit fee applicable)
- Standard response time
- Full PC physical cleaning **(saving of €35)**
- Number of PCs per contract
- Maximum number of additional PCs
- Additional PC fee/month
- Annual fee (equivalent to monthly fee of)
- Payment Terms

	Home Standard	Home Premium
Access to technical support	✓	✓
Out-of-hours support via Premium Rate line	✓	✓
On-site support (visit fee applicable)	✓	✓
Standard response time	Within 3 working days	Within 3 working days
Full PC physical cleaning (saving of €35)	✓	✓
Number of PCs per contract	1	2
Maximum number of additional PCs	0	1
Additional PC fee/month	N/A	€8.80
Annual fee	€207.90	€260.70
(equivalent to monthly fee of)	€17.33	€21.73
Payment Terms	Anually	Anually

What are the benefits to you?

- IT support and advice at an affordable price
- An efficient and fast running computer working at its peak performance
- Your data is safe and secure
- Less costly repairs
- Peace of mind