



Focus on your business - we'll take care of your IT needs.

With AT&T Tech Support 360SM

Who has time for technical troubleshooting? Do what you do best: run and grow your business. Let **Tech Support 360** be your “virtual” IT department with solutions that help improve efficiencies and increase productivity.

Our **Advanced** service package offers live, 24/7 remote technical support for your computer, tablet and smartphone, along with support for software, IoT (smart) devices and peripherals like printers, scanners, digital cameras and more. We provide comprehensive remote assistance over the phone and directly over the Internet via a highly secure online delivery platform.

Our **Premium PLUS** service package takes all the great features of our Advanced solution and adds data protection, mobile access, and collaboration opportunities. You'll get PC data backup along with unlimited cloud-based storage for that data – plus mobile access to it from web-connected computers, tablets and smartphones. View, share, comment, email or print your documents while you're away from the office and gain online workspace for collaboration and document sharing.

Let us handle your IT challenges, so you can get back to work fast. Count on:

- Help from remote, U.S.-based, IT certified technicians
- Support where business takes you: at work, from home, or on the road
- PC data protection with mobile access to that data
- Solutions that grow with your business
- All at a predictable and affordable price

Go ahead and free your team to focus on business. **AT&T Tech Support 360** gives you peace of mind of knowing you've got 24/7, remote technical support for your PC, mobile and even IoT devices – without having to hire your own IT staff. Plus, data protection and mobile access so you can take your business with you wherever you are.

Visit tech360.att.com today

AT&T Tech Support 360 subscription packages can help you get the most out of your PC, tablet and smartphone investment and much more

| | Advanced | Premium PLUS |
|--|------------------------------|------------------------------|
| | \$19*/month per subscription | \$28*/month per subscription |
| General support | | |
| AT&T Tech Support 360 Desktop Client, PC evaluation and recommendations | x | x |
| Internet self-scheduling option | x | x |
| Phone, online chat, e-mail support | x | x |
| Access to next available technician | x | x |
| One time PC Tune-Up included (\$139.95 value if purchased separately) | x | x |
| Internet transport issue triage | x | x |
| Request on-site visit (1 hour appointment minimum) | \$149/hour fee | \$149/hour fee |
| Technical support | | |
| 1 PC, 1 tablet and 1 smartphone | x | x |
| PC hardware | x | x |
| PC Operating systems | x | x |
| PC Software applications | x | x |
| Peripheral and smart device support | unlimited | unlimited |
| Software installation/removal | x | x |
| Periodic PC performance tune-ups | x | x |
| Spyware/virus removal | x | x |
| Wireless network set up | x | x |
| Software application usage training | x | x |
| Data Protection (AT&T Tech Support 360SM Backup and Go Premium) | | |
| Includes Backup and Go Premium: <ul style="list-style-type: none"> Unlimited remote PC data storage "Set & Forget" auto backup with easy restoration Mobile access to backed up data Online workspace for document sharing and collaboration | | x |

**Service subscription packages require a 12-month minimum commitment and are subject to early termination fees. Each subscription includes technical support for one (1) PC, one (1) tablet and one (1) smartphone. First month fee per subscription is \$89: includes one-time setup fee, first month of service and a PC Tune-Up with first service call (\$139.95 value.) Taxes are extra, where applicable. Further subscription details can be found at <https://tech360.att.com/ATT/services/subscription-compare-pkgs-pc.asp>*

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