

MEGACOM now offers our business clients a convenient and quick easy way of obtaining system/network related supports via utilizing **MEGACOM RemoteCare Support Services™ (MRSS)**.

Utilizing your existing high-speed Internet connection, we can connect to your computer systems remotely upon your request on-demand to provide support assistance that you require. Most computer related/network problems can be resolved remotely almost instantly which saves you time, money and allow you to get back to your work quickly without long down time.

There are certain problems that we won't be able to fix remotely (such as hardware failures, unreliable Internet connections, etc.). For those situations, we will notify you of such circumstances and you won't be charged a dime. However, if we're able to fix/resolve your system problems and/or provide assistance with "how-to questions", we will bill you for \$75.00 (for desktop / non-networking related standard support sessions that last up to 1 hour) or \$150.00 (for server system / networking related support / virus, spyware, malware detection & clean-up service or extended support session that lasts more than 1 hour) per support session. A support session is defined as one RemoteCare support session to resolve a "*scope of work*" as defined and agreed by you and MEGACOM support engineers before the support session begins.

Please contact our RemoteCare Support Specialist by calling (213) 637-8600, Option #2 during normal business hour (Mon-Fri, between 8:00 am to 4:00 pm, PST (1 hour before our business closing time) to request for a RemoteCare Support Services session. One of our A+ Authorized / Microsoft Certified Professional consultants will determine whether your problems/issues can be resolved utilizing our RemoteCare Support Service.

Note: We can only make a connection to your system only after you've installed a support program as directed by our support specialist. Installation of remote support client program does not make any changes to your existing setup. After a remote session has been completed, the small support agent program that you have installed will automatically be removed; therefore, your system is fully protected from unauthorized access by anyone including our MEGACOM support technicians to ensure your privacy. (meets information security requirement such as HIPPA – Health Insurance Portability and Accountability Act of 1996 requirement for protecting your information from unauthorized access!)

For those clients who wish to utilize our RemoteCare Support Services on a regular basis, we offer a 6 months/12 months subscription plan called **MEGACOM RemoteCarePro Managed Services™ (MRMS)** which also includes an on-going regular proactive system remote monitoring and problem resolutions which provides additional cost savings and other benefits for our business clients. Call us today and ask us for more information or to get started immediately!