

# SST Support Services

## Service Plan Overview

### Computer & Software Support

Get remote support for your computer and any device that interacts with your computer.

- With our “Complete” and “Basic” Support Packages, some appointments may not even require your presence. Setup the appointment, turn on the computer, connect to the internet, then walk away. With our “Take Control” feature, setting up the appointment allows us to connect to your computer at the designated time even if you are not there! Perfect for the busy medical practitioner! See FAQ’s for more details.
- Schedule service appointments with our U.S. based Technicians from 9am to 5:30pm EST Monday through Friday
- Secure remote support delivered over the Internet - no in-home visits required
- No need to send out your equipment for repair in most cases
- SST Support can handle all your computer problems - from a slow computer to setting up a wireless network and everything in between
- Low cost payment plans available

*SST Support services are for Windows-based computers only. See “Terms of Service” and “FAQ’s” for exact details.*

### SST Managed Antivirus Powered by

#### *Advanced protection against online threats*

Seriously Smart Technologies provides leading edge proactive antivirus that is easily installed and managed by the professionals at SST. Our managed antivirus prevents threats without bogging down your system or interfering with other applications.

**Our anti-virus support includes the following:**

- Real-time protection against online threats like rootkits, Trojans, viruses, spyware, and other malicious software
- Automatic updates to retrieve latest malware definitions
- Automatic virus scans
- Remote technical support with TeamViewer Take Control feature
- 24/7 built-in monitoring system that reports to SST’s internal Managed Antivirus Dashboard

*SST Managed Antivirus is for Windows-based computers only. See “Terms of Service” and “FAQ’s” for exact details.*

### SST Online Backup Powered by

#### *Safely backup all your important information, photos and files*

Protect your digital life - photos, documents, financial records, videos, music, medical data and more - from accidental damage, power surges, hackers and hard drive crashes. SST’s partnership with GFI brings you a new optional Managed Online Backup service. SST’s Managed Online Backup lets you automatically implement backups for your important documents and client data. Yes, it does comply with Health Insurance Portability and Accountability (HIPPA) requirements. Now that’s Seriously Smart!

Our Managed Online Backup Software provides you with the following:

- Complete daily automatic online backup of all your files (photos, documents, financial records, videos, music, etc.)
- Secure HIPPA compliant file transmission and storage
- Simple file recovery to your existing or new computer
- Access to your data from anywhere with an Internet connection

*SST Managed Online Backup is for Windows-based computers only and is available for Complete Support Service subscribers only, it is not available as a stand-alone service. See “Terms of Service” and “FAQ’s” for exact details.*

## Available Plans

### Complete Support Service

- Support for all your computer needs - including devices that interact with your computer
- Maintenance, Windows updates, Driver updates and software installation or upgrades
- Stop annoying pop-up messages and remove most viruses (not all viruses can be removed by remote connection)
- SST Antivirus Software & Corporate TeamViewer immediate Take Control feature – This means that in many cases there is no need for you to be present during your remote support appointment. Just turn on your computer and connect to the internet before your scheduled appointment and let us do the rest!
- HIPPA-Compliant Data backup software to automatically back up 1GB of your data files for secure storage and easy retrieval. Additional capacity is available at \$2 per GB per month
- Access to U.S.-based certified technicians 5 days per week Monday - Friday
- Scheduling by appointment or next available technician on the same day or next business day
- Plan covers service for 1 computer and cannot be switched among multiple computers
- Up to 6 support sessions with a maximum session limit of 3 hours can be used in one year.
- Additional hours of service beyond plan coverage are provided at only \$45 per hour
- After hours appointments may be available on a per case basis at the premium rate of \$95 per hour
- 1 year service agreement required

### **Rates – Pick your payment schedule:**

**Annual:**      \$300      **Initial Payment \$300, then pay \$300 annually**

**Bi-Annual:**      \$330      **Initial Payment \$165, then pay \$165 every 6 month**  
**(includes \$30 processing fee)**

**Quarterly:**      \$390      **Initial Payment \$97.50, then pay \$97.50 every 3 months**  
**(includes \$30 processing fee for 3 quarterly payments)**

Great Professional Service for only \$25 per month! That's a \$1210 value for only \$300.  
Take advantage of this huge savings and sign up today!

*Prices subject to change at time of renewal, All price increases will have a minimum of a 30 day advanced notice.  
See "Terms of Service" and "FAQ's" for exact details.*

### Basic Support Service

- Support for your computer needs - including devices that interact with your computer
- Maintenance, Windows updates, Driver updates and software installation or upgrades
- Stop annoying pop-up messages and remove most viruses (not all viruses can be removed by remote connection)
- SST Antivirus Software & Corporate TeamViewer immediate Take Control feature – This means that in many cases there is no need for you to be present during your remote support appointment. Just turn on your computer and connect to the internet before your scheduled appointment and let us do the rest!
- Technical Support is provided at only \$45 per hour
- Scheduling by appointment or next available technician
- After hours appointments may be available on a per case basis at the premium rate of \$95 per hour
- 1 year service agreement required

### **Rates:**

**Annual:**      **\$40 (Initial Payment \$40, then pay \$40 annually)**

**Hourly**      **Technical Support is provided at \$45.00 per hour**

# Supported Products

## Computers

- Windows PCs (desktop or notebook)
- Support for Windows XP and newer operating systems only
- See "Terms of Service" for more details
- Storage devices (e.g., external USB-connected DVD-RW hard drives, optical drives)

## Peripherals

- Web cameras
- Common PC peripherals (Printers, Scanners, etc.)
- Biofeedback Devices: QXCI, SCIO, INDIGO, Eductor and Eternale

## Connectivity/Networking

- Consumer-grade home routers
- Consumer-grade wireless access points
- Most USB wireless data cards
- Ethernet NIC support
- Home Network Set-Up
- Wireless network security

## Software

- Windows software applications and utilities
- Microsoft Office Suite (Word, Excel, PowerPoint, Publisher)
- Adobe® Reader, Flash, and Shockwave
- File backup applications
- Popular office and consumer productivity applications and utilities
- SST Antivirus and online Backup Software
- Popular multimedia applications (e.g., Windows Media Player, iTunes)
- Biofeedback Software: Clasp32 (64), INDIGO, and Eternale

## Operating Systems

(Subject to change based on software manufacturers support expiration.)

## Email/News Client Functions

(configure settings only)

- Microsoft Outlook Express

## Browsers

(configure settings)

- Microsoft Outlook
- Windows Mail
- Common email applications (e.g., Yahoo! Mail, Google Gmail, AOL mail)
- Internet Explorer
- Firefox®
- Google Chrome

# Getting Started

It's easy to sign up for SST Support

- Choose your package and sign up online at: [www.SeriouslySmartTechnologies.com](http://www.SeriouslySmartTechnologies.com) and **CLICK ON SUPPORT**
- Start using our Support Services by starting a Support Ticket via email to support@sstoffice.com or call \*1.989.321.2800 ext 2