

TERMS AND CONDITIONS

HELP DESK

Each company has different needs, so we have remote, telephone or on-site technical support. Our plan suits the needs of your business.

SERVICES: Help Desk

- Remote preventive and corrective maintenance of computers
- Malware and viruses Removal
- Slow Down
- Drivers' installation
- Computer preventive maintenance
- Programs configuration
- Mail accounts configuration and repair
- Assistance provided in English or Spanish

PRICE

- Family – Up to 100 Tkt: \$50USD
- Corporate – More than 101 Tkt: \$45USD

GLOSARY:

- **Computers preventive maintenance:** Any process or related task that is carried out to the computer in order to avoid any possible system failure or damage to the machine physical integrity, through certain care and periodic reviews that ensure good conditions.

- **Corrective maintenance of computers:** is the maintenance which is carried out after a failure or problem arises in a system, with the aim of restoring the operational system and the continued company labor.
- **Malware and virus removal:** It is carried out without data loss and without having to reinstall the operating system or format.
- **Installation of drivers:** It is a piece of code that is installed in the operating system that precise instructions it needs to make it work properly.
- **Program Configuration:** A set of data that determines the value of some variables in a computer program or an operating system.

STEPS

- **STEP 1- Down Payment:** With the down payment and the contract signed we assign the team in charge of THE CUSTOMER.
- **STEP 2:** Assistance is provided.

ENTRY AND STAY REQUIREMENTS.

- Signing a contract.
- Payment on agreed dates.
- Have a good internet connection.
- Attend meetings agreed by the parties.
- Deliver the documents and other information agreed between the parties.
- Make the comments, requests, complaints, petitions and claims on the dates and times agreed.
- Respect the established channels of communication and attention.

CANCELLATION AND EXIT REQUIREMENTS.

- Be up to date with pending payments.
- Inform the desire to cancel the plan at the established communication channels.

CONTACT INFORMATION.

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