



ON-SITE COMPUTER SUPPORT & SERVICES

“IF YOUR PC OR LAPTOP IS DOWN, WE’RE THE BEST FIX AROUND”

SALES@PCALT.BIZ

WWW.PCALT.BIZ



Remote Desktop & Laptop Support

What is Remote Desktop & Laptop Support?

With your permission, we can remotely* access your desktop or laptop to troubleshoot and ultimately fix your issues as if we were actually sitting in front of your computer system. *As long as you have a working Internet connection and your issue is not hardware related.

This Remote Support will benefit you in several ways:

- ✓ Save you up to 50% on labor cost (off our 1-hour \$85 minimum)
- ✓ Save you money by eliminating our \$20 travel/on-site fee
- ✓ Save you time by not having to bring your computer to us
- ✓ More private by not having a Technician come into your home or business
- ✓ More convenient (Monday – Friday 10am – 6pm)
- ✓ Faster tech support (most common issues can be resolved within 30 minutes)
- ✓ Immediate support, no appointment required

Connecting is as easy as 1-2-3:

1. Call us at 757-689-2889
2. Go to our website at www.pcalt.biz
3. Locate Remote Technical Support (below the Live Help button), type in your 6-digit private code* (**which we will supply**) and then click on the connect button

**To obtain, you can call us or we can also email you this 6-digit pin*

The rates are:

- \$49 for 1-30 minutes
- \$20 for each 15-minute increments thereafter (31-45 and 46-60)*
Even if it takes us an hour at the total rate of \$89, you will **still save \$16 from our flat 1-hour \$85 minimum rate and our \$20 on-site/travel fee. You will also have benefited from everything that was mentioned above. Some issues may not be resolved remotely and we’ll have to come on-site.*

3720 Holland Road, Suite 103, Virginia Beach, VA 23452
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Serving All of Hampton Roads Since 1997