

**After one conversation
with Keating Technical Services,
94% of customers go away...**



...Satisfied!

Keating introduces its new Pay-As-You-Go Technical Services -
Your personal technical support helpdesk



KEATING[®]
TECHNOLOGIES INC.

Pay-As-You-Go Technical Services

Are you having technical problems with your home or business computer?
Are you tired of spending a lot of time on hold while waiting for someone to help you out?

Let Keating's certified technical support team help you quickly and professionally with all your technical issues!

Keating introduces Pay-As-You-Go Technical Services, offering you:

- One-point-of-contact bilingual technical support
- Industry-certified support technicians
- 94% first call problem resolution
- Expertise and highest quality standards
- Flexible payment options with no obligations or contracts to sign

Pay-As-You-Go Technical Services will assist you with your everyday technical problems relating to your PC and associated peripherals, such as printers, scanners, PDAs, routers, modems, wireless devices and a lot more. Our expert technicians will help you with a full range of problems, from operating system issues to hardware compatibility and functionality.

We offer a variety of options for you to choose from depending on the nature of your technical problem, starting from just \$3 Canadian per minute. Whether your issue is hardware, software or simply connecting to the Internet, Keating's Pay-As-You-Go Technical Services provide you with the necessary assistance to get you back on track.



Keating offers four levels of technical support, depending on the complexity of your issue.

BASIC service, covering:

- Basic hardware installation problems
- Software installation assistance
- Peripheral connectivity & compatibility such as printers, scanners, PDAs, Digital Cameras and MP3 players
- Driver issues
- Operating System troubleshooting
- Virus and Spyware detection and removal
- Internet setup and connectivity
- Basic Application Assistance such as burning CDs and DVDs, downloading MP3 files and transferring digital images
- Price is \$3 Canadian per minute with a maximum charge of \$23.99 per call

INTERMEDIATE service, covering:

- Hardware and software compatibility and conflicts
- Product and program functionality issues
- Advanced Internet connectivity troubleshooting
- Personal Firewall setup and configuration
- System Maintenance
- Data Backup and Restore
- Price is \$4 Canadian per minute with a maximum charge of \$35.99 per call

ADVANCED service, covering:

- Network compatibility issues
- Remote connectivity issues
- System Performance Optimization
- Wireless assistance
- E-mail setup and configuration
- Pre-sales support and configuration
- Windows Home Network administration services
- Lost Password Assistance
- Price is \$5 per minute with a maximum charge of \$49.99 per call

ON-SITE INSTALLATION SERVICE and MANUFACTURERS' WARRANTY REPAIRS service:

- Drop-off and dispatching services at 44 locations in Canada. This service allows customers to either bring their hardware into one of the depot locations or have a certified technician dispatched to their preferred location
- On-site services of installation, move, upgrade and change to the user's current hardware and software package. This service allows customers to request a technician to come out to their location to assist with potential problems
- Manufacturers' warranty repairs under manufacturers' guidelines
- Data recovery service
- Software upgrade support, including data migration and user orientation
- Server inspection, installation and upgrade, including connection of required network peripherals, such as hubs, routers and modems

For more information on all of our services, please call 1-877-WE-RESPOND.



25 Royal Crest Court, Suite 200, Markham, Ontario L3R 9X4, Canada
Phone: (905) 479-0230; Toll-free: 1-877-KEATING; Fax: (905) 479-0232; Web: www.keating.com