

ACN[®] | Premium Technical Support



24/7/365 Remote Computer Support

Program Overview



What is ACN Premium Technical Support?

- We are the **premier provider of technical assistance** for your computer and peripheral devices
- We deliver support 24/7/365 right from the convenience of your home
- Our technicians are all North American based and provide service to your computer via a secure remote log-in session
 - You no longer have to bring your computer to a service center to receive support
 - You don't have to invite a stranger into your home or business to receive support



Availability

- Available nationwide in the U.S and Canada, with the exception of Quebec*.
- Service offerings for residential customers as well as small businesses.

Supported Devices

- PCs and Macs
- Home and small office networks (includes wireless)
- Peripherals:
 - PDAs and other mobile devices
 - MP3 players
 - Printers
 - Scanners
 - Digital cameras
 - Fax machines

*Service is available in English only



Product Offerings



Residential Plans

- Basic Plus Remote
- Basic Plus Remote with Protect & Assist
- Basic Plus Remote with Backup & Assist
- Complete Remote

Small Business Plans

- Business Basic
- Business Basic with Protect & Assist
- Business Basic with Backup & Assist



Residential Plans

	Complete Remote	Basic Plus Remote
Plan Coverage	24/7/365	24/7/365
Software Setup, Install, Troubleshoot	Yes	Yes
Peripheral Device Setup	Yes	Yes
Optimization	Yes	Yes
Virus Removal*	Yes	Yes
Network Setup	Yes	Yes
Anti-virus Software* (Learn More)	Yes	Available
Backup Software* (Learn More)	Yes	Available
Number Of Computers or Tablets Supported	1, up to 3, or up to 5	1, up to 3, or up to 5
Scheduling	Appointment or Next Available	Appointment or Next Available
Monthly Charge	Starting at \$24.99	Starting at \$16.99
	Learn More	Learn More



Basic Plus Remote

- 24/7/365 support for all your computer or tablet needs, including peripheral devices
- Maintenance, updates and software installation
- Removal of annoying pop-up messages and viruses to improve computer optimization
- Basic training on your computer and common third party software
- 1 year service agreement required
- Plans cover service for 1, up to 3, or up to 5 computers or tablets

Minimum system requirements: Windows XP SP3, Windows Vista or Windows 7; Mac 10.4, 10.5 or 10.6 and a high speed Internet connection



Basic Plus with Protect & Assist

- Includes all features of Basic Plus Remote with the added security of anti-virus software
 - Installation of anti-virus software with 1-year license
 - Automatic scans of system to help detect, block, and remove viruses, spyware, and adware

Basic Plus with Backup & Assist

- Includes all features of Basic Plus Remote with complete automatic **Mozy** online backup of all files up to every hour
 - Storage for files from the PC's internal hard drive
 - Simple file recovery



Complete Remote

- 24/7/365 support for all your computer or tablets needs, including peripheral devices
- Maintenance, updates and software installation
- Removal of annoying pop-up messages and viruses to improve computer optimization
- Basic training on your computer and common third party software
- Includes anti-virus software
- Includes complete data backup from **Mozy**
- 1 year service agreement required
- Plans cover service for 1, up to 3, or up to 5 computers or tablets

Minimum system requirements: Windows XP SP3,
Windows Vista or Windows 7 and a high speed Internet connection



Small Business Plans

	Business Premier	Business Basic
Plan Coverage	24/7/365	24/7/365
Software Setup, Install, Troubleshoot	Yes	Yes
Peripheral Device Setup	Yes	Yes
Optimization	Yes	Yes
Virus Removal*	Yes	Yes
Network Setup	Yes	Yes
Anti-virus Software* (Learn More)	Yes	Available
Backup Software* (Learn More)	Yes	Available
Number Of Computers or Tablets Supported	1, or up to 3, 5, 7 or 10	1, or up to 3, 5, 7 or 10
Scheduling	Appointment or Next Available	Appointment or Next Available
Monthly Charge	Starting at \$27.99	Starting at \$19.99
	Learn More	Learn More



Business Basic

- 24/7/365 support for all your computer or tablet needs, including peripheral devices
- Maintenance, updates and software installation
- Removal of annoying pop-up messages and viruses to improve computer optimization
- Basic training on your computer and common third party software
- 1 year service agreement required
- Plans cover service for 1, up to 3, 5, 7 or 10 computers or tablets

Minimum system requirements: Windows XP SP3, Windows Vista or Windows 7; Mac 10.4, 10.5 or 10.6 and a high speed Internet connection



Business Basic with Protect & Assist

- Includes all features of Business Basic with the added security of anti-virus software
 - Installation of anti-virus software with 1-year license
 - Automatic scans of system to help detect, block, and remove viruses, spyware, and adware

Business Basic with Backup & Assist

- Includes all features of Business Basic with complete automatic **Mozy** online backup of all files up to every hour
 - Storage for files from the PC's internal hard drive
 - Simple file recovery



Business Premier

- 24/7/365 support for all your computer or tablet needs, including peripheral devices
- Maintenance, updates and software installation
- Removal of annoying pop-up messages and viruses to improve computer optimization
- Basic training on your computer and common third party software
- Includes anti-virus software
- Includes complete data backup from **Mozy**
- 1 year service agreement required
- Plans cover service for 1, up to 3, 5, 7 or 10 computers or tablets

Minimum system requirements: Windows XP SP3,
Windows Vista or Windows 7 and a high speed Internet connection



Ordering



ORDERING YOUR ACN DIRECT ONLINE STORE



Essential Services

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[For Your Business](#)

ACN Premium Technical Support

[Home](#)
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[Support](#)
[My Account](#)

French Services You Use Every Day

What services are available in my area?

Quebec

may be available in your area. Select a service to learn more or start shopping.

SUPPORT
when you need it

Free PC Analysis
Runs on Windows-based computers only

24/7/365 Remote Computer & Tablet Support

Call To Order ACN Premium Technical Support: 1-866-951-7685*
*English only

[SHOP NOW](#)

[Download](#)

Service. Backup. Protect.

Get unlimited support whenever you need it for your computer and other electronic equipment, as well as anti-virus protection and backup.

- Unlimited technical support - North American-based technicians are available 24/7.
- Remote support delivered securely over the Internet - no in-home visits required.
- Get advanced protection against online threats with Internet Security.
- Automatically save all your information, photos and files with backup support.
- Low-cost plans to protect one computer, multiple computers and tablets.
- 1 Year service agreement.

Available in every province, except Quebec.

Quebec services

Digital Phone Service	Local & Long Distance	Wireless	Stand Alone Long Distance
Television	Home Security & Automation	High Speed Internet	

Quebec services

Phone Service	Merchant Services	Stand Alone Long Distance	Security & Automation
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ACN Premium Technical Support Service. Backup. Protect.



ACN Premium Technical Support is available in all Canadian provinces except Quebec, and in English only.

Looking for Premium Technical Support?

Call to order today! 1-866-951-7685*

Complete Remote

Only \$24.99/month

- Unlimited remote support for your home computer or tablet and any device that interacts with your computer or tablet
- Schedule your appointment with U.S.-based certified technicians - available 24/7
- Includes anti-virus protection and backup service to keep your information safe and secure (Windows-based computers only)



[Learn More](#)

Have Questions?
Chat Live for Answers

Business Plans

Basic Plus Remote

Starting at only \$16.99/month

- Unlimited remote support for your home computer or tablet and any device that interacts with your computer or tablet
- Schedule your appointment with U.S.-based certified technicians - available 24/7
- Supports 1, up to 2, or up to 5 computers or tablets

[Learn More](#)

Get a **FREE**
PC Analysis

Download the
ACN
PC DISCOVERY TOOL

[DOWNLOAD NOW!](#)

Requires Windows® 7, Windows Vista, Windows XP, Windows 2003, or Windows 80

Plan Comparison

	Support for computer or tablet	24/7 Coverage	Software Setup, Install, Troubleshoot	Set Up Connected Devices	Performance Optimization	Virus Removal	Network Setup	Anti-Virus Software	Backup Software
Complete Remote	✔	✔	✔	✔	✔	✔	✔	✔	✔
Basic Plus Remote	✔	✔	✔	✔	✔	✔	Available	Available	

*New orders only

ORDERING
SHOP NOW



Business Plans

[Compare Plans](#)

[Business Premier](#)

[Business Basic](#)

 **Have Questions?**
Chat Live for Answers

 **Residential Plans**

Insure your small business computers against external harm and invest in backup services to keep your records secure. ACN Premium Technical Support has a plan to keep your business up and running.

Business Premier

- Support for all your computer or tablet needs - including for devices that interact with your computer or tablet.
- Maintenance, updates and software installation
- Stop annoying pop-up messages and remove viruses
- Anti-virus software*
- Data backup software to automatically back up all your data files for secure storage and easy retrieval**
- 24/7 access to U.S.-based certified technicians
- 1 year service agreement required
- Plan covers service for 1, or up to 3, 5, 7, or 10 computers or tablets

*Windows-based computers only

Business Basic

- Support for all your computer or tablet needs - including for devices that interact with your computer or tablet.
- Maintenance, updates and software installation
- Stop annoying pop-up messages and remove viruses
- Optional anti-virus software or data backup software**
- 24/7 access to U.S.-based certified technicians
- 1 year service agreement required
- Plan covers service for 1, or up to 3, 5, 7, or 10 computers or tablets

**Windows-based computers only

	Business Premier	Business Basic
Plan Coverage	24/7/365	24/7/365
Software Setup, Install, Troubleshoot	Yes	Yes
Peripheral Device Setup	Yes	Yes
Optimization	Yes	Yes
Virus Removal*	Yes	Yes
Network Setup	Yes	Yes
Anti-virus Software* (Learn More)	Yes	Available
Backup Software* (Learn More)	Yes	Available
Number Of Computers or Tablets Supported	1, or up to 3, 5, 7 or 10	1, or up to 3, 5, 7 or 10
Scheduling	Appointment or Next Available	Appointment or Next Available
Monthly Charge	Starting at \$27.99	Starting at \$19.99
	Learn More	Learn More

View the list of [supported products and operating systems](#).

*Windows-based computers only



ORDERING BUSINESS PLANS

Residential Plans

[Compare Plans](#) [Complete Remote](#) [Basic Plus Remote](#)

Have Questions?
Chat Live for Answers

Business Plans

Whether you need to speed up a slow computer, fix error messages, set up a home network or backup your information, ACN Premium Technical Support has a plan to meet your needs.

Complete Remote

- Support for all your computer or tablet needs - including for devices that interact with your computer or tablet
- Maintenance, updates and software installation
- Stop annoying pop-up messages and remove viruses
- Anti-virus software*
- Data backup software to automatically back up all your data files for secure storage and easy retrieval*
- 24/7 access to U.S.-based certified technicians
- 1 year service agreement required
- Plan covers service for 1, up to 3, or up to 5 computers or tablets

*Windows-based computers only

Basic Plus Remote

- Support for all your computer or tablet needs - including for devices that interact with your computer
- Maintenance, updates and software installation
- Stop annoying pop-up messages and remove viruses
- Optional anti-virus software or data backup software*
- 24/7 access to U.S.-based certified technicians
- 1 year service agreement required
- Plan covers service for 1, up to 3, or up to 5 computers or tablets

*Windows-based computers only

	Complete Remote	Basic Plus Remote
Plan Coverage	24/7/365	24/7/365
Software Setup, Install, Troubleshoot	Yes	Yes
Peripheral Device Setup	Yes	Yes
Optimization	Yes	Yes
Virus Removal	Yes	Yes
Network Setup	Yes	Yes
Anti-virus Software (Learn More)	Yes	Available
Backup Software (Learn More)	Yes	Available
Number Of Computers or Tablets Supported	1, up to 3, or up to 5	1, up to 3, or up to 5
Scheduling	Appointment or Next Available	Appointment or Next Available
Monthly Charge	Starting at \$24.99	Starting at \$18.99
	Learn More	Learn More

[View the list of supported products and operating systems.](#)



ORDERING RESIDENTIAL PLANS



Complete Remote

Plan Coverage	24/7/365
Software Setup, Install, Troubleshoot	Yes
Peripheral Device Setup	Yes
Optimization	Yes
Virus Removal	Yes
Network Setup	Yes
Anti-virus Software	Yes
Data Backup Software	Yes
Scheduling	Appointment or Next Available

Up to 3 Computers

\$52.99/mo.
Sign Up

- 24/7 access to U.S.-based certified technicians
- 1 year service agreement required
- Plan covers service for 1, up to 3, or up to 5 computers

Complete Remote

Plan Coverage	24/7/365
Software Setup, Install, Troubleshoot	Yes
Peripheral Device Setup	Yes
Optimization	Yes
Virus Removal	Yes
Network Setup	Yes
Anti-virus Software	Yes
Data Backup Software	Yes
Scheduling	Appointment or Next Available

Number of Computers

\$--./mo.
Sign Up

View the list of [supported products and systems](#)



ORDERING RESIDENTIAL PLANS Complete Remote Plan Offering



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Product	Unit Price	Quantity
Complete Remote Subscription, 3 PCs	\$52.99	<input type="text" value="1"/>

Subtotal

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Home Residential Plans Business Plans How it Works

Sign Up For Service

Please provide your account information:
* indicates a required field

Customer First Name:

Customer Last Name:

Company:

Customer Address 1:

Customer Address 2:

Customer City:

Customer State/Province:

Customer Zip Code/Postal Code:

Customer Telephone:

This is my:

The number used for your service call.

Create your ACN Premium Technical Support Account Log In:

Customer Email Address:

Confirm Customer Email Address:

Your email address will be your UserID.

Please provide a password for your account:

Create Customer Password:

Confirm Customer Password:

[Password requirements](#)

Business ID:

Terms of Service

other features, products and services provided by ACN, under the service option that you have selected. The Service may be referred to as, "Remote Computer Support", "Virtual On-Site Computer Support Service", "On-Site Computer Support Service", "Online Computer Support", or "ACN Premium Technical Support". As part of the Service, ACN may license to you, or assist you in licensing from third parties, software. The Service is offered by ACN a Michigan company with offices at 1000 Progress Place, Concord, NC 28025-2449 ("ACN").

These Terms of Service ("Agreement") are between you ("you" or "customer") and ACN for the use of the Service. You must enter into this Agreement by selecting the checkbox under terms and conditions and clicking the "Continue" button during the online registration process in order to use the Service. If you do not affirmatively agree to be bound by the Agreement online by selecting the checkbox and clicking "Continue" during registration, you

Agree to the terms of use

