**Q: How does remote technology service work?**

A: Using our remote technology service is easy and safe. To get started, we ask you to complete a small download to activate screen share technology. This enables us to see, from our computer, exactly what you see on your computer. It also enables us to temporarily take over navigation of your computer (until we fix your problem or you end the screen share session). You have the option of watching while we work on your PC or doing other things. At any point during service delivery you can end our session with the click of a button. Once service delivery is complete, we are no longer connected to your PC until you ask us to connect again.

**Q: Is remote technology service and screen sharing safe?**

A: Absolutely. In fact, remote technology is the safest way to get tech help. Unlike in-store service, you can watch as we service your computer. Better yet, you can end the screen share session at any point. All it takes is a click of your mouse. It's like having on-site service without having someone come to your business. Once our session is over, we can not access your computer without your permission.

**Q: How do I activate my Windstream TechHelp service?**

A: Receiving service is easy. After purchasing, simply call 1-877-353-5678 and give us your Activation Code. We will get you set up to receive service in minutes.

**Q: Are there any system requirements my computer must have in order to receive remote technology service and screen share?**

A: We require that you have a broadband connection. We also require that your PC run on the XP or Vista operating system and have 256 MB of RAM. We don't support Mac computers at this time.

**Q: Do I need to make an appointment?**

A: No, you can use the service whenever you need it. Support is provided 24 x 7, 365 days a year.

**Q: How much does it cost?**

A: This varies on the type of service you choose. Our subscription services range from \$12.99/mo. to \$49.99/mo. Our instance-based services range in cost from \$59 to \$129. Our subscription services range from \$12.99/mo. to \$49.99/mo. We will always provide a diagnosis free of charge. You can get a complete list of Windstream TechHelp Residential Services [here](#) and Small Business Services [here](#).

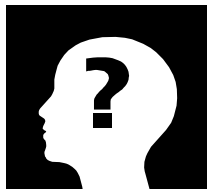
**Q: Am I charged for a one-time service if you can't fix my problem?**

A: Absolutely not. If we can't fix it, we won't charge you.

**Q: Can Windstream TechHelp fix any technology or computer-related problem?**

A: We can fix the majority problems, given that they are not due to equipment failure. In the rare instance that we can not fix your problem, you will not be charged for your help session.



**Q: How long does it take you to complete service?**

A: We fix most problems in under an hour. In any case, you do not need to be present for most of the time we perform service. We just ask that you are present at the beginning of service delivery for the first twenty minutes or so. From there, you have the choice to watch us work or go do other things.

**Q: Are there any additional charges I should know about?**

A: On rare occasions when an instance-based session exceeds the agreed-upon time limit, we may charge you an overtime fee. (We'll make it clear what these charges are before we start working overtime.) We do our best to complete our work within the allotted time (and 93% of the time we do), but on occasion, factors outside our control require us to spend additional time on your issue.

**Q: What is PC Check & Connect and how do I use it?**

A: PC Check & Connect is a free desktop application that delivers a number of useful services. These include up-to-date security and performance health reports for your PC, customized solutions and special offers based on your needs. PC Check & Connect is very easy to access. You just look for the Windstream TechHelp icon in your desktop task tray and double click on it to call up your PC Check & Connect homepage. From there, you can view a quick or detailed health report on your PC; see what kinds of solutions we've customized for you, and more. We recommend that you check the health of your PC often. The more you do, the longer and healthier the life of your computer.

**Q: I can't download the Free PC Check & Connect. What can I do about this?**

A: Your problems downloading PC Check & Connect may be related to your computer's operating system. In most cases, your computer needs to be outfitted with the Windows XP or Vista operating system to download PC Check & Connect. If you are running one of these operating systems and still have trouble downloading PC Check & Connect, call us for help at 1-877-353-5678.

**Q: What are Windstream TechHelp hours?**

A: We are open 24 hours a day, 365 days a year.

**Q: What type of certifications do your Technicians have?**

A: Our Technicians are certified in everything from A+ to MCSE.

**Q: Can I send you my computer to have it worked on?**

A: No. We deliver all of our services remotely, over the Internet. This is a much safer alternative to shipping your computer to us. It's also faster. In fact, we'll help you the instant you make contact. You don't even need to schedule an appointment. We can solve the vast majority of your PC-related problems. In the rare case we can't solve yours; we'll help you find someone that can.

