



Can You Afford to Wait for Days to Have Your PC Problems Resolved



Do you wish that you could get on with your life without worrying about your PC?

Are you finding current PC support options satisfactory?

If any of the above rings a bell, read on! BCompTech now offers a PC support service that solves your computer problems around-the-clock in no time.

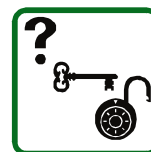
BCompTech features the following:

- ◆ **24x7 availability:** Our technicians are standing by round the clock to help you any time you need
- ◆ **Accessible around the world:** Wherever you go, BCompTech technicians are available to help
- ◆ **Automatic diagnostics of user computers:** You no longer will waste time in searching for complex specifications to get help
- ◆ **Screen sharing:** Our technicians can fix problems directly on your computer
- ◆ **Comprehensive coverage:** Rely on us to resolve any computer-related issues from application usage to hardware/software conflicts, and more
- ◆ **Human face behind each answer:** Our help desk is staffed with real experts so all answers are customized to each single incident

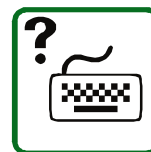
How It Works



1. Each registered user will be given a personal BCompTech Support account



2. Whenever help is needed, any time, any day, a user logs on to his/her account



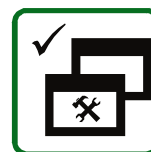
3. The user types in a question or problem description



4. A BCompTech help desk expert quickly responds to the inquiry



5. The expert gathers system information of the user's PC and remotely diagnoses it for the cause of the problem



6. In a screen sharing session, the expert solves the problem on the user's PC directly

Key Service Capabilities

	BCompTech Support	Computer Manufacturer Support
Wait time	<50 seconds	6.6 minutes ¹
Resolution time	<45 minutes	4.7 days ¹
Resolution rate	80%	50% ²
Availability	24x7	Business hours
Cost per incident	£12.50	£35 (IBM) ¹

¹ ZDNet, 2000

² PCWorld, December 2002

FAQ

1. How long is the wait time until someone answers my inquiry?

Each inquiry received is responded to within 3 minutes. You can see updates on your inquiry queue status every 20 seconds.

2. What kind of problems do you handle?

Our help desk is ready to answer any computer-related questions, from application usage to complex error messages on the following areas:

All Windows OS	Optimization, setups and upgrade issues
Microsoft applications	Software/hardware conflicts
Email programs	Software/hardware installation problems
Internet connectivity	Virus protection & resolution

For the complete list of supported products, please refer to <http://www.bcomptech.com/products.htm>.

3. How can I reach your help desk if there is no Internet connection?

You can reach our experts from another computer that has an Internet connection. Through this "alternative" computer, an expert can remotely diagnose the PC having problems and guide the user through applying a solution. There is no separate charge for accessing BCompTech Support from a separate PC.

Alternatively, we offer e-mail support and you can submit an inquiry from another PC with an Internet connection via e-mail. Our experts will provide step-by-step instructions with illustrations on resolving the incident.

4. Can your technicians see everything on my computer during a screen sharing session? What about privacy?

Our screen sharing technology allows the technicians to see your desktop only during a screen sharing session, which is established only with your explicit consent. During the session, you have the total control over what the technicians do to resolve your problem. You can break the screen sharing connection any time you want to by pressing a simple combination of keys. Once the connection is broken off, our technicians cannot reach your desktop in any way.

Also, screen sharing sessions are established only when a user is on our web site, having a chat session with a technician. Being connected on the Internet does not mean our technicians can remotely access your computer.