



24X7 TECH SUPPORT AT EVERY MOMENT, AT TIME OF NEED!

As valued customer, you are eligible for Remote Tech Support Service. Tech Live Connect's (TLC) Premium Technical Support is a service provided to customers worldwide by certified technicians through phone and remote support to their computers and fix any software related concerns. TLC's Live Experts are quick & effective in providing 24/7 technical support services for not only Windows & MAC computers, but also for tablets and peripherals.



TECH LIVE CONNECT CAN ASSIST CUSTOMERS WITH:

1. PC Tune Up
2. Virus/Adware Removal and Security Concierge
3. Network Set Up and Security
4. Device Set Up & Sync
5. Social Media Security

SERVICES INCLUDE:

1. Troubleshooting and resolution of OS system errors. (If system is booting up properly or in repair state)
2. Diagnosing the customer's desktop or laptop hardware and provide resolutions.
3. Install / Uninstall Software, Applications, Drivers and other programs.
4. Setup / configure Printer, Digital Camera, music players, PDA, wireless network & more.
5. Configure OS Firewall & Automatic updates.
6. Repair internet connection issues.
7. Run full-scan Spyware, Adware and Virus remediation software.
8. Scan, Advise & Remove unwanted software, applications & processes.
9. Run utilities to enhance system performance, and follow up throughout the subscription term to ensure proper operation of computer & related gadgets.

SERVICE EXCLUSION

1. Hardware Issue – RAM, Hard Disk, Mother Board, Battery, sound card replacement, Cable for PC/Laptop or Printer, No BSOD due to overheating etc.
2. Software –Paid Antivirus installation (If CD / Key Not available), MS Office Products (If the CD is Not Available) Financial Software setup, Window Administrator Password / Bios Password Recovery etc. are not supported. Operating System - MS Windows & Mac (If the system crashes and in an unbootable state, installation media will be required.)
3. Phones Support other than connectivity issue, iTunes support, sync issue, set up of WIFI, email & iCloud.
4. Gaming Console.
5. VPN or Domain system Support not covered.
6. Mail Exchange Support not covered.
7. IP TV Support or TV internet support not covered.