

The quality of support provided by the makers of computer products has been in a steady decline, with ratings in Service and Reliability surveys going down nearly across the board from previous years, even for brand names such as HP, Lenovo, Sony, and, most shockingly, Apple. A number of third-party companies offer an alternative, though—if you're willing to pay. Of course, when you're shelling out for tech support, you expect to get quality service, security, and follow up service if something isn't just right. You need to have the assurance that your data files are totally safe from prying eyes.

To provide effective support, technicians often need to take control of your PC just as if they were sitting at your keyboard, so all these services rely on bandwidth-intensive remote-control software. That means you need a broadband connection to take advantage of them. The best remote-control tools, can even retake control of your computer after a reboot—something software updates and installations frequently require.

Most services offer package deals to rid your machine of viruses and malware. Prices range from \$89 to \$169.99 at various places, with most providers charging \$129. But different services have different strengths, and the results they produce will vary. So if you're tired of waiting on hold with your hardware vendor's technical support line, or unplugging everything to haul your computer to a local shop—give us a call. We'll help resolve your problem at a lot lower cost.



• Computer Repairs  
• Parts and Service  
• Installation

• Online Tech Support  
• Virus Removal  
• Website Design/Maintenance

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