



## Live-Tech **TOP** Plans

Total. Office. Plans.

### What is Live-Tech Total Office Plans?

Live-Tech Total Office plans bring rapid, effective solutions to solve your everyday IT problems. Our peace of mind support plans are designed to keep all of your business technology working 24x7x365. From Desktop's to Laptop's, Mobile Devices to Printers & Server's to the Cloud, Live-Tech Certified Technicians have you fully covered.

#### Our Total Office Plan Model

- Professional assistance 24x7
- Connect to Live-Tech Customer Support Suite Software (\$99.95 value included)
- Unlimited supported computers & devices
- Limited per session (See Plans)

TOP 1		TOP 3	
1 Support Session		3 Support Sessions	
\$14.95 Monthly		\$29.95 Monthly	
TOP 5	TOP 15	TOP 25	TOP 50
5 Support Sessions	15 Support Sessions	25 Support Sessions	50 Support Sessions
\$49.99 Monthly	\$119.99 Monthly	\$179.99 Monthly	\$299.99 Monthly
<b>FOR MORE SUPPORT SESSIONS or FOR CUSTOM QUOTE Contact US</b>			

\*One year commitment with valid credit card on file required.

#### You May Also Be Interested In:

<b><u>Tech Refresh:</u></b> <b>Outdated office?</b>	<b><u>Software Specials:</u></b> <b>Get the Right Software Now?</b>	<b><u>Cloud Technologies</u></b> <b>Backup - Email - Chat Document Management</b>
<ul style="list-style-type: none"> <li>* Free Consultations to get your entire office organized</li> <li>*Special Pricing on all hardware and software for Plan holding Customers</li> <li>*Replace Aging Computers</li> <li>*Wire runs &amp; Network Creation</li> <li>*Billing overview to help save on technical costs across your entire company</li> </ul>	<ul style="list-style-type: none"> <li>*Alternatives to ATX &amp; TaxWise available</li> <li>*Office 2010 &amp; 2013 now offered below store pricing. You will not find these deals anywhere else!</li> <li>*Cloud Host The Software of your Choosing</li> <li>*Advanced System Care keeps your office protected</li> </ul>	<ul style="list-style-type: none"> <li>* Live-Tech SkyNox (Cloud Backup)</li> <li>* Microsoft Exchange Email</li> <li>*Microsoft Lync</li> <li>* Microsoft SharePoint</li> <li><b>From just 1 account to 10,000's</b></li> <li><b>Low Cost Monthly or Yearly Rates</b></li> </ul>



F.A.Q!

### **What is a Support Session?**

Every contact with Live-Tech start by submitting a TICKET, via email ([Support@mylive-tech.com](mailto:Support@mylive-tech.com)), Online <http://support.mylive-tech.com>, or phone Toll Free US 1-888 361-8511. For International Contacts visit our contact page <http://www.mylive-tech.com/contact.html>, each ticket will count as 1 session and closed when client fully satisfied with the outcome of the request. Support Session Tickets are tracked via a built-in billing system.

### **What do I do when I run out?**

At Live-Tech we think about the comfort and ease of use of all of our services. If in the event you exceed the allocated amount of Support Sessions, the following options are made available. Manually renew same plan at same cost. Upgrade plan for more Support Sessions. Choose another plan such as BIS or Per Session. Contact our Support or Billing Dept. for further assistance.

### **Are Mobile Devices Covered?**

Yes! You can use your Live-Tech TOP support sessions any way you see fit. Our support team is trained and ready to assist with all your Mobile Device troubles.

### **Printers / Scanners / Fax / All-In-One units are they included or is there an extra charge?**

They are included at no extra cost however larger scale or specialty printers may require extra charge. This is extremely rare and if faced with issue your tech will inform you accordingly.

### **Phone Systems are they included?**

No. Due to the fact phone systems usually require special trained staff we have a separate department and pricing for this. Note we do have a support add-on for this plan if PBX assistance is needed. \$11.95/month extra for TalkSwitch or FortiVoice PBX systems. Other PBX units supported at case by case issue from \$134.95 and up.

Not Included with T.O.P.:

- OS Reload/System Rebuild of PC's / Laptop's / Server's (Available as a separate service)
- Hardware replacement (Discounts offered)
- Phone Systems / PBX Support (Available as add-on service)
- Onsite support (Available as a separate service)