

# Nerdy Neighbor Email Support - Membership Guide

## Included with Your \$25/Month Membership:

- Unlimited email support for non-urgent tech questions, how-tos, and follow-ups
- Guaranteed response within 1 business day (often much faster)
- 10% discount on in-home visits
- Flexible, member-first scheduling

## What You Can Expect from Me:

- Replies within 1 business day (often faster, but never more than 24 hours)
- Support window: Monday-Friday, 9 AM to 6 PM
- I'll help as much as I can over email, and if an in-person visit is needed, we'll get you scheduled
- Emails outside those hours will be answered the next business day

## What's Best for Email Support:

- 'How do I...' questions
- Follow-up questions from a recent visit
- Help picking equipment
- Device recommendations or setup steps
- Account recovery tips
- General tech advice

## What Email Can't Cover:

- Live troubleshooting
- Diagnosing hardware/network issues
- Emergency support (e.g., internet outage, POS failure)
- Phone or screen sharing support

## If It's Too Complex for Email:

If the issue can't be resolved via email in a few steps, I'll recommend scheduling a home visit at your discounted rate. Email support is for light guidance-not full-service remote repair.