

# Laptop Repair Remote Support via splashtop®

## How it works.

To provide existing clients with remote support Laptop Repair Castle Rock must install and configure the Splashtop streamer application prior to providing any support remotely. Once configured, Splashtop can be set to run automatically with the computer or manually. In all cases except when the client specifically requests, it shall be set to manual which will require the client to open Splashtop on the computer so that Laptop Repair Castle Rock can remotely connect to the system. Once connected, Laptop Repair Castle Rock can provide support for most computer problems.

## Billing

Remote support charges are accrued based upon the amount of time spent assisting client over the phone or while connected using Splashtop. Current rates are explained below but are always subject to change. For convenience and security Laptop Repair Castle Rock requires clients to have a credit card securely stored on file.

## Current rates (subject to change)

The following rates apply only during normal business hours. Service is based upon availability.

First 5 minutes @ \$2/minute  
Next 10 minutes @ 1.50/minute  
Next 15 minutes @ \$1.25/minute  
All additional time @ \$1/minute

Example: A 7 minute session would be \$13, \$10 for the first five minutes @ \$2/minute and \$3 for the next two minutes @ \$1.50/minute. A one hour session would be \$73.75 and two hours at \$133.75

## After hours support:

For customers desiring access to after-hours remote support an emergency phone number will be provided. The rates for after-hours support is \$3/minute.

## Agreement

Client agrees to allow Laptop Repair Castle Rock to install Splashtop on his/her computer in order to provide remote support. Additionally client agrees to pay Laptop Repair Castle Rock according to current rates as outlined above.

\_\_\_\_\_  
Client Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date