

Pre-Authorized Help Desk Remote & Telephone Support Application

If you require technical support, MarkCharles Group's pre-authorized help desk technicians may be able to quickly and inexpensively resolve a problem via Remote PC Rescue Service or Telephone Support. Help Desk technical support is provided at a rate of \$ 31.25 per ¼ hour and billable in ¼ hour increments. Credit Card authorization must be obtained prior to the initiation of a technical support session.

Many technical issues are quickly resolved via Remote PC Rescue Service or Telephone Support however, not all technical issues qualify. If your problem does not qualify you will be told so up front and you will not be charged. Accordingly, this service provides advice and guidance only. No guarantees can be made on providing solutions.

Prior to receiving Remote PC Rescue Service or Telephone Support, please have the following information available. You will probably be asked for some or all of these details. Having this information on-hand will help you gain a speedier solution:

Company Name: _____ Date: _____
Street Address: _____ Phone: _____
City/State/Zip: _____ Fax: _____
Email Address: _____

Equipment Manufacturer and approx. Age of Equipment: _____
Operating System (and Service Pack Level): _____
Version of Application Software: _____

A brief description of the problem, what resolutions have already been taken and when did the problem first occur? _____



Credit Card Circle Type: _____ **Other** _____

Card Number: _____ Exp Date: ____ / ____

Name on Card (please print): _____

V-Code: _____ 3 digit number on back of card

Authorized Signature: _____

By signing this agreement you are accepting the terms contained herein. (MCG-9/2011) A receipt of all charges will be emailed to you.