MacAtoZ Service Suite — Introduction

What if there were a way to save time, effort, and money by having an Apple Certified Help Desk Specialist fix your Macintosh remotely?

Now there is. It's called the MacAtoZ Service Suite (MSS), and it comes in three tiers of service, all of which feature as their cornerstone Mac HelpMate remote computer support billed in 15 minute increments (of our $72/hr rate).

In other words, in one phone call and literally three clicks of the mouse we can establish a secure, encrypted tunnel between our Macs whereby I can see your screen, take control of your cursor, and fix your problem remotely. You see everything I do, and you retain the power to terminate the connection at any time.

Because there is no travel to your location, problems can be resolved much more quickly. Plus the MSS support is billed in 15 minute increments (with a 15 minute minimum) of the MacAtoZ $72 an hour rate—$18 per 15 minutes, in other words—so you can potentially save a bundle versus having an onsite visit. For example, the Mac Store charges $114 for the first hour of an onsite visit. If we can solve your problem in the first 15 minutes of our remote session, you will have saved almost $100 versus calling them!

How much does it cost to get this remote support? The basic MSS (aka Tier 1) starts at just $40 a year plus a one-time $20 set-up fee. That's $40 a year, not a month. It's an amazing value for effortless, prompt, and inexpensive computer support.

Don't forget that MSS is much more than computer support! Depending on the tier of service you choose, MSS also offers you an affordable and extensive set of online features including secure, spam-filtered, web accessible email; iDisk online storage space; your own domain name; an online gallery for posting your digital images from iPhoto; a blog so you and your family members or friends can share an online space; and much, much more!

The MSS Tiers

❶ **Tier 1** — $40/yr + $20 one-time setup fee
    I.   Mac HelpMate (remote Mac support billed in 15 minute increments—hourly rate $72/hr) / coverage on a per household basis (with exemption for students). Download at www.MacAtoZ.com/support
    II.   Mac recycling/donation service (for Mid-Willamette Valley)
    III.   Free RAM installation service
    IV.   Free "Members only" events ("how to" classes)
    V.   Referral service (get 1-, 2-, or 3-months for free)
    VI.   60-day unconditional money-back guarantee

❷ **Tier 2** — $60/yr + $25 one-time setup fee
        Includes all features offered in Tier 1

I.   Domain registration (www.yourdomain.com)
II.   2 email addresses (secure, ad-free, spam-filtered, web-accessible email)
III.   Jabber accounts for every email account (the alternative iChat AV instant messenging service)
IV.   iDisks (public and private online storage) / web hosting space / email — 1 GB of online storage
V.   WordPress blog (your words published for public or for private audiences)
VI.   Optional services… (many add-ons available at small cost)

❸ **Tier 3** — $90/yr + $30 one-time setup fee
        Includes all features offered in Tier 1 and Tier 2.

I.   Discounts and priority notification on Mac OS X training courses (substantial savings for you!)
II.   Gallery 2.1 online photo organizer
III.   iCal calendar hosting service
IV.   2 extra email accounts + extra 3 GB—or combination thereof (i.e., 2 GB + 4 emails; 1 GB + 6 emails; 8 emails; 4 GB)
V.   PayPal payment service (pay with VISA, Mastercard, American Express, PayPal, etc.)