



# Secure VIP Subscription Service

# Advanced Security for a Dangerous Online World

COMPUTER CORNER SECURE	Red	Xmas	Family	SMB
www.compcorner.com/secure-vip 3101-A Menaul Blvd NE, Albuquerque, NM 87107	<b>\$30</b> per Device	<b>\$50</b> per Device	<b>\$120</b> per Family	<b>\$525</b> per Org
Pay Annually and Save! Get 2 Months FREE!	<b>\$300</b> \$25 per mo	<b>\$500</b> \$42 per mo	<b>\$1,200</b> \$100 per mo	<b>\$5,500</b> \$458 per mo
Windows/MacOS Devices Included	1	1	4	5
Maximum Windows/MacOS Devices (w/ add-on fee)	2	2	6	9
Level of Security				
Next Generation Malware Defense		<b>V</b>	<b></b>	<b></b>
Technical Support		<b></b> ✓	<b>V</b>	✓
Next Generation Firewall Defense				$\checkmark$
Next Generation Cybersecurity				Enterprise
Device Protection Benefits				
Managed Windows & Third Party App Updates		$\overline{\checkmark}$	$\square$	$\checkmark$
Managed Next-Gen Anti-Virus / Anti-Malware	☑	V	Ø	<b>V</b>
Ransomware Encryption Protection		✓	<b>V</b>	
24x7x365 Security Operations Center	✓	✓		
Threat Hunting and Action Center - Prioritized Response	☑	$\overline{\checkmark}$	✓	
Membership Benefits				
Expedited Depot Service (in-store)		<b>V</b>	<b></b>	
Standard Malware Removal <sup>1</sup>	✓	✓	$\overline{\checkmark}$	$\overline{\checkmark}$
Computer Tuneups <sup>1</sup>	1 / Device	1 / Device	1 / Device	1 / Device
Member Discount on All Paid Services <sup>2</sup>	20%	20%	20%	20%
Tech Support Included <sup>3</sup>		4 Hours / Year	6 Hours / Year	10 Hours / Year
Phone Chat Email In-Store Support, by Appointment			$\square$	$\overline{\checkmark}$

- 1. Standard Malware and Computer Tune-ups are maintenance tasks. Some problems require a reload of the OS, which is not covered by this plan.
- 2. Discount applies to all services except training and on-site services; discount does not apply to parts.
- 3. Tech support hours is a bundle of hours to be shared for all devices for the year. Additional hours can be purchased for \$100 per Hour.

#### **TERMS AND CONDITIONS**

Term. The term of the Secure VIP Subscription Service described on this document is a 12-month term.

Auto-Renewal. After the initial 12-month term, subscriptions paid monthly will revert to a month-to-month subscription and may be canceled at any time. Subscribers that have chosen to pay annually will have their subscription automatically renew on their anniversary date unless you cancel following the instructions described below under "NOTICE TO CONSUMERS REGARDING AUTO-RENEWAL."

Legal. This Membership Program is governed under the provisions of the Master Services Agreement ("MSA"). This Membership Program is further defined by the conditions and provisions of the Services Guide - Secure VIP ("Services Guide"). Both the MSA and the Services Guide are located at:

### https://www.compcorner.com/legal

The MSA and Services Guide contain important provisions related to the Services (including payment and auto-renewal terms), and by agreeing to this Quote, you agree to the provisions of the MSA and the Services Guide. If you cannot access the MSA or Services Guide, or if you have any questions about those documents, then please do not sign this Quote and contact us for further information.

### NOTICE TO CONSUMERS REGARDING AUTO-RENEWAL

If you do not want your Membership to automatically renew, then you must notify us in writing (email is sufficient for this purpose) of your desire to terminate the applicable Service(s) at the end of the then-current term. Your notice must be received by us no later than thirty (30) days before the end of the then-current term, and may be emailed to the following address:

### SecureVIP@compcorner.com

I agree to the terms and conditions of this Quote, the MSA, and the Services Guide. I understand that membership benefits will not start until payment is made for the first month's service. I hereby authorize Computer Corner, Inc., to charge my credit card account according to the terms outlined on the back of this document.

	<u></u>	
Full Name & Company Name (if applicable)	Signature	Date

#### **PAYMENT AUTHORIZATION**

I hereby authorize Computer Corner, Inc., ("Computer Corner") to charge my credit card account according to the terms outlined below and according to the terms of the Quote signed by the customer. I understand that my information will be saved in a secure manner for future transactions on my account. This payment authorization is to remain in effect until I notify Computer Corner of its cancellation by giving written notice to **SecureVIP@compcorner.com** or by modifying my approved payment method at the payment portal.

**Payment Frequency.** Recurring and Automatic Charge on or around the date of the invoice.

Credit Card Payment (VISA, MASTERCARD, DISCOVER, AI	MERICAN EXPRESS)			
Cardholder Name (as shown on card)				
Card Number	Expiration Date	CVV Code	CVV Code	
Billing Address Street	City	State	Zip	
Fmail Address (for hilling alerts and tech support)	Phone Number			

## Secure VIP Subscription Service Onboarding:

- 1. Client is added to our service tracking system.
- 2. Client is added to the payment portal (Wise-Pay) and an email introduction is delivered to Client, inviting Client to create a password.
  - Client is not required to create an account. It is recommended so that Client can download invoices and manage their payment method.
- 3. First invoice is emailed to Client for Client's records and payment is automatically charged.
- 4. Client is added to our Cybersecurity Platform. Client's device(s) are added to the Cybersecurity Platform.
- $5. \ Computer \ Corner \ in stalls \ the \ Cybersecurity \ agent \ on \ Client's \ device(s) \ either \ in \ store \ or \ via \ remote \ session.$
- 6. Initital Tune-Up is completed on each device.

# How Can I Get Help or Tech Support?

- 1. By Sending Us an Email
  - send an email to help@compcorner.com
- 2. By Calling Us
  - call us at 505-881-2333, option 1
- 3. By Chatting With Us Coming Soon!
  - we are investigating an option to allow you to request help through an agent on your desktop.
  - our first priority is your security, so our testing process is rigorous and thorough. We'll let you know when it is available!
- 4. Billing Help
  - send an email to SecureVIP@compcorner.com