



[Connectivity Support](#)



[Hosting Support](#)



[Desktop Support](#)



[Thin Client Support](#)

<b>Product Overview</b>	<p>Your business comprises many customers, businesses and/or households, who use hardware and/or a software application to connect to your network and use your service.</p> <p>PC Helpline Connectivity Support will manage the front-line interface with your existing customers.</p>
<b>Support Covers</b>	<p>Customer premise hardware, such as modem or IP phone</p> <p>Customer premise software</p> <p>Internet connectivity between your customers and you</p>
<b>Product Features</b>	<p>Defined service level agreement (SLA)</p> <p>Branded telephony and email support</p> <p>Incident documentation with escalation services</p> <p>Real time, secure web based access to all incident details</p> <p>Monthly activity and trend report</p> <p>Designated account manager to co-ordinate activity and communication</p>
<b>Product Benefits</b>	<p>Cost effectively offer 24/7/365 support to your subscriber base</p> <p>Allows you to focus on your business rather than support delivery</p> <p>Highest level of professionalism means your brand is not compromised</p>
<b>Support Language</b>	English
<b>Coverage Options</b>	<p>Full 24/7/365 coverage, or</p> <p>Business hours only, or</p> <p>Non-business hours only; supports in-house business hours resource, or</p> <p>Overflow only; compliments in-house 24/7/365 resource</p>
<b>Pricing Options</b>	<p>Set monthly fee, or</p> <p>Per subscriber fee per month, or</p> <p>Per incident fee per month</p>
<b>Typical Clients</b>	<p>ISP's and WISP's</p> <p>VoIP telephony providers</p> <p>Wi-Fi and Wi-Max operators</p>



To discuss your requirements further, either:

**Call our Sales Department:** 1-866-305-8995 (toll-free North America) / +1 250 361 1776 (from overseas)

**Alternatively:** Please complete the Contact Form on our website: [www.pchelpline.com/contact.htm](http://www.pchelpline.com/contact.htm)