

# Is your PC painfully slow?



## Call the J4 Systems Help Desk today!

Get to the bottom of problems plaguing your computer with J4 Systems' remote help desk support!

**\$50 Per Incident\***  
**Monday - Friday**  
**8:00 a.m. to 5:00 p.m.**

### Per Incident Support Terms and Conditions:

#### Remote Desktop Support

- Remote delivery only. If onsite support is needed, it will be billed on a time and materials basis. However, many problems can be resolved with remote assistance.
- Please log into the J4 Systems client portal to accept the terms of Per Incident Desktop Support.
- Applies to desktop-specific issues only. Network applications and devices *are not covered*.
- Per Incident Desktop Support requires that client have access to the Internet for remote control. Does not require a managed services agreement.

#### Remote Server Support

- Requires a managed services agreement: Silver, Gold, or Platinum.
- Billed on a time and materials basis, 30-minute minimum.

\* Discounted rates set forth above will commence upon receipt and acceptance of payment by J4 Systems. Any work performed prior to receipt of pre-payment and signed agreement will be billed at the regular rate of \$65 per incident.

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