

Home User Protection Plan Coverage Details - For Apple Mac Computers

1) Plan options:

a. Security

- i. Service includes the following features: Avast CloudCare, Avast Monitoring and Free Diagnostics

b. Complete Care

- i. Service includes the following features: Avast CloudCare, Avast Monitoring, Discounts, reduced minimum time for charges, monthly billing, and Free Diagnostics

2) No Diagnostic Fees - Available on all plans

3) Avast Business Antivirus CloudCare - Available on all plans

a. Includes the following features:

- i. Antivirus Protection
- ii. Cloud Based Monitoring
- iii. Email shield
- iv. SecureLine VPN
- v. Web shield

4) Discounts on Services - Available to Complete Protection level plans only

- a. Any services provided within a calendar month are bundled into a single invoice.
 - i. Invoices are sent to plan members monthly on the first of each month.
- b. Minimum time for charge of 30 minutes compared to standard 60 minute.
- c. Hardware 10% discount *
- d. Services 25% discount *
 - i. Services include hourly and flat rate services. Excluding computer build.
 - ii. Software installation and maintenance.
 - iii. Discounts may be used for services provided to networking, printers, and other peripherals!
 1. Such devices must be directly connected to or regularly used with at least one covered device to receive a discount.

Pricing:

- Security: \$35/year
- Complete Protection: 1st Computer: \$65/ year
 - o 2nd Computer: \$60/ yearUp to 5 computers max for home users

**All services are billed on a monthly basis within the first 3 days of the month, for all services provided the previous month. Invoices are net 30 and must be paid within 30 days of the date sent.*

***10% Hardware Discount only applies to products up to and including \$499.99. Any hardware \$500 to \$999.99 will receive a 5% discount. Any product \$1000 or more will receive a 2% discount. This applies to all hardware costs total in one invoice. Therefore, if several hardware products are purchased within one invoice the 10% discount will apply to the \$499.99 total of hardware, all hardware over that amount will receive discounts based upon the previously described graduated rates.*

Effective: 2/15/2021