

## Home User Protection Plan Coverage Details - For Windows Computers

### 1) Plan options:

#### a. Security

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

#### b. Basic Care

- i. Service includes the following features: Avast CloudCare, Critical Systems Monitoring, CCleaner Cloud, Defraggler Cloud, and Free Diagnostics

#### c. Complete Care

- i. Service includes the following features: Avast CloudCare, Critical Systems Monitoring, CCleaner Cloud, Defraggler Cloud, Discounts, reduced minimum time for chargers, 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. Critical Systems Monitoring
- iii. Firewall
- iv. Email shield, Email scanning, Anti-spam
- v. Wi-Fi Inspector
- vi. SecureLine VPN
- vii. Web shield, Real Site, Browser Cleanup
- viii. Data Shredder
- ix. Rescue Disk
- x. App Sandbox
- xi. Password Manager

### 4) Monitoring: Featuring CCleaner and Defraggler - Available to Security & Cleaning and Complete Protection level plans only

#### a. Monitoring of critical resources and services to help diagnose bugs and security issues

- i. Includes disk, memory and CPU monitoring
- ii. CCleaner automatically gets rid of junk files, fixes broken links, and more
- iii. Defraggler keeps the system clean of fragmented files and working fast.
- iv. Click-it updates many applications when security flaws are patched by the software maker, securing your system better.

### 5) 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 hourly 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
  - iii. Discounts may be used for services provided to networking, printers, and other peripherals!
    - 1. Such devices must be directly connected to or regular used with at least one covered device to receive a discount.

**Pricing:**

- Security: \$35/year
- Security and Cleaning: \$65/year
- Complete Protection: 1<sup>st</sup> Computer: \$100/ year
  - 2<sup>nd</sup> Computer: \$80/ 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 service 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 will receive discounts based upon the previously described graduated rates.*