

Home User Protection Plan Coverage Details - For Windows Computers

1) Plan options:

a. Basic Care

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

b. Advanced Care

- i. Service includes the following features: Avast CloudCare, Critical Systems Monitoring, Avast SecureLine VPN, CCleaner Cloud, Defraggler Cloud, Discounts, reduced minimum time for chargers, monthly billing, and Free Diagnostics

c. Premium Care

- i. Service includes the following features: Avast CloudCare, Critical Systems Monitoring, Avast SecureLine VPN, LastPass Manager, 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 on all plans

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 Advanced and Premium 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.

6) LastPass Password Manager

- a. Includes the following features
 - i. Works with almost any system or browser
 - ii. Password Vault
 - iii. Password Generator
 - iv. Save and Autofill
 - v. Secure Notes
 - vi. Dark web monitoring
 - vii. Password Recommendations

Pricing:

- Basic Care: \$70/year
- Advanced Care: \$100/year
- Premium Care: 1st Computer: \$130/ year
 - 2nd Computer: \$85/ 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.*