



## **PHONE TREE**

### **1 New Issue**

- 1 You can boot up and get online
- 2 You cannot boot properly or cannot get online

### **2 Check Status of Computer**

- 1 An online tech is working on your computer
- 2 Your computer is in our shop

### **3 Follow up Support for Work Performed in Last 30 Days**

- 1 Work performed by online tech
- 2 Work performed in shop or at your home/office

### **4 All other inquiries**

- 1 General tech questions or advice (Voicemail only)
- 2 Administrative (billing, payments, questions)