

Requesting Help with:	Telephone Support or Email to Support or Customer Service	Remote Assistance (TeamViewer)	Drop Off Computer at KMTelecom Office
<b>Internet connection problems</b> *Troubleshoot wired and wireless connections.	No charge	N/A	
<b>Email (kmtel.com) setup, troubleshooting</b>	No charge	Less than 15 min – No charge	
<b>Viruses/malware</b> *Discuss problem with customer to determine if the problem is virus or malware related.	No charge	Less than 15 min *No charge if able to connect remotely to assist with starting a virus scan and/or downloading and starting a malware scan. Customer can finish the scan and call back if they have any questions.	\$89.95 / hour
<b>Abuse complaints</b> *Abuse reports traced back to customers IP address	Less than 15 min – No charge	Less than 15 min – No charge	
<b>Setup new routers</b> *Walk customers through basic router connections, setup wireless security	Less than 15 min – No charge	Less than 15 min – No charge	
<b>Basic computer and Internet related problems</b> *Customer having problems with computer or software on the computer related to using the Internet.	Less than 15 min – No charge	Less than 15 min – No charge	\$89.95 / hour