

QUESTIONS A CUSTOMER MIGHT ASK

Northshore Micro, L.L.C.

- Where are you located?
 - Northshore Micro, L.L.C.
1922-A Corporate Square Blvd
Slidell, LA 70458
Slidell Number 985-231-0272
New Orleans Number 504-342-4858
- Are you part of the Better Business Bureau?
 - Yes we are part of the Better Business Bureau.
- What is your service area?
 - Northshore and Southshore areas
- What is our experience level?
 - Northshore Micro's technicians have over 25 years of experience in computer repair, builds, software, laptop repair, backups, off site backups, remote backups, printer repair, servers, small and major networks. We hold Microsoft and CompTIA certifications
- How long have you been business?
 - We opened the store Jan 2006

Backup Questions

- How long is the backup contract for?
 - 12 Months
- Are the files that are backed up encrypted and or protected?
 - Yes they are encrypted using an OSHA approved level of encryption. We can not see your files on the server. Only you will be able to get you files.
- How much data can I backup?
 - Any amount of data you want to store we can provide the space. The basic package starts at 10 Gig for just 39.99 a month.
- How are the backups monitored?
 - NSM gets an email on a daily basis on everyone who we backup individually.
- How can I access my files once they are backed up?
 - You will use the NSM remote software to access you files just like you would use Windows Explorer.
- Can I backup anything that I want?
 - Yes you can backup files of any type. You can backup images of you software so if you loose it or the CD gets scratched we can produce you another one in order to save you from having to purchase it again.
- What if I want to backup more then one machine?
 - We can add addition machines for a small additional price.

- Why do I need to have Norton or McAfee 2006 or newer and a current subscription?
 - This is to protect you and the other users who have data backed up to our server. That way we can limit any chance of a virus affecting other clients.

Maintenance Questions

- How long is the maintenance contract for?
 - The contract is a 6 month contract.
- What do you do for the maintenance contract and how will I benefit from it?
 - We do several things like updates for certain software, remove unwanted programs from running and slowing you down. Check and maintain the condition of you hard drive.
- What if I want to add a machine to the contract?
 - That machine will be added and a new contract will have to be completed.
- What if I want to remove a machine to the contract?
 - There is no problem to remove a machine from the current contract. There is a small fee in order to remove that machine.

Business Loaner Questions

- What is the business loaner program and how will it help me?
 - The business loaner program allows a company to use a machine at no additional cost to them while we fix their machine thus causing less downtime. The loaner program will be applicable to all machines that we sell to a business and if supplies allow to all other business related machines.
- Does the business loaner cost me any additional fees?
 - No there are no additional fees accrued while using the business loaner machine.

Specials

- What is prepaid service and do I save any money?
 - We have prepaid service calls and tech support hours in blocks of 5. They save you 10% when you purchase them up front.
- Do you offer Referral discounts?
 - Yes we offer referral discounts. For everyone who refers us a new customer we will give them 50% off the next tech hour purchase.
 - Norton Anti Virus 2008