

# SecureIT

## Products and Services

### SecureIT/SecureIT Live/SecureIT Plus

SecurityCoverage offers three separate products in the SecureIT line.

*SecureIT* consists of:

- Anti-virus
- Anti-spyware
- Firewall
- Pop-up blocker
- Online malware blocker




*SecureIT Live* contains all of the features of SecureIT, plus the following

- Live 24/7 support
- Monthly reporting

*SecureIT Plus* contains all of the features of SecureIT Live, plus the following:

- Parental controls
- Content filtering
- Disk defragmentation

SecureIT has a 1:3 license to computer ratio, while SecureIT Live and SecureIT Plus have a 1:1 license to computer ratio.

	 <b>SecureIT</b> <small>Complete. Computer. Protection.</small>	 <b>SecureIT Live</b> <small>Complete. Computer. Protection.</small>	 <b>SecureIT Plus</b> <small>Complete. Computer. Protection.</small>
Anti-Virus	●	●	●
Anti-Spyware	●	●	●
Firewall	●	●	●
Pop-Up Blocker	●	●	●
Online Malware Blocker	●	●	●
Live Support 24x7		●	●
Monthly Reporting		●	●
Parental Controls			●
Content Filtering			●
Disk Defragmentation			●
	1:3 license to computer ratio	1:1 license to computer ratio	1:1 license to computer ratio

## Installation Options

There are three separation installation options for all the SecureIT products:

- Manual Installation
  - The customer installs the product on his/her own. Customers who use this installation option are not eligible for the SecureIT Guarantee.
- Supported Remote Installation
  - A certified technician remotely installs the product on the customer's computer. If the customer's computer has a virus or other malicious software already on it, the customer will be offered an additional fee for our technician to remove the security threat.
- Fresh Start Installation
  - A certified technician remotely installs the product on the customer's computer. If the customer's computer has a virus or other malicious software already on it, the technician will automatically remove the security threat without an additional fee.

	Manual Installation	Supported Remote Installation	Fresh Start Installation
Verify download and establish a connection		●	●
Check and verify system requirements		●	●
Search for and remove previous anti-virus software		●	●
Terminate any running processes that are in our active spyware/virus list		●	●
Remove any unnecessary start-up items for better performance of the PC after re-start		●	●
Install the product and ensure all components are updated and running		●	●
Identify hidden and high risk computer software			●
Remove malicious software and threats			●
Scan the computer's memory and hard drive for any further security threats			●
Provide advice on how to avoid future infections			●
Guarantee eligibility		● (SecureIT Live and SecureIT Plus only)	● (SecureIT Live and SecureIT Plus only)

## Reinstallation of SecureIT Products

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SecurityCoverage will charge for reinstallation of any SecureIT product unless it has been uninstalled by one of our technicians or if the customer's computer was unable to be fixed by our technicians and the customer was directed to take their computer to an outside repair shop to have it repaired.

If a customer uninstalls a SecureIT product on his/her own, gets a new computer, reformats the computer, performs a system restore, or removes a SecureIT product in error, the installation charge will apply if the customer opts to have us perform a Supported Remote Installation or Fresh Start Installation.

## Guarantee

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If your computer suffers an Internet-related issue while using SecureIT Live or SecureIT Plus and it meets all the criteria, we will remove the threat or pay up to \$100 to have your computer repaired.

To qualify for the guarantee, the following criteria must be met:

- The computer is running SecureIT Live or SecureIT Plus.
- SecureIT Live or SecureIT Plus must be installed through a Supported Remote Installation or Fresh Start Installation by a SecureIT certified technician.
- The technician must certify that the machine is free of any viruses or other malicious security threats at the time of installation.
- The threat on the machine must have occurred while SecureIT Live or SecureIT Plus was installed.
- A SecurityCoverage technician must be allowed to fix the computer before engaging an outside computer repair company. SecurityCoverage, at its sole discretion, will determine when it is appropriate to engage an outside computer repair entity.

Maximum amount of the guarantee is \$100 to be paid toward the repair of your computer.

SecurityCoverage reserves the right to deny the guarantee claim if the threat is deemed to be pre-existing or self-inflicted.