

Features and benefits of doing business with Infotel Technical Support Group.

Feature	Benefit
98% First Call Resolution	Problem gets resolved to eliminate the need for future call backs.
8 Minute Average Talk Time	Customer does not need to spend hours on resolving problem.
Average Answer Time of Less than One Minute	Less time spent on hold waiting for a Support Technician.
1.8 % Failure Rate	Less failures in the field means a higher percentage of customer satisfaction.
Recovery Disc Included	If Hard Drive fails, a customer has the disk to restore.
<a href="http://www.supportforyourpc.com">www.supportforyourpc.com</a>	Provides information on systems specific to serial number. Driver Support, Bios upgrades and knowledge base articles specific to configuration. Includes warranty dates.
ISO 9001-2000 Certification	Built in controls insure Reliability, Compatibility and Performance.
24/7 Tech Support	Tech Support available <i>whenever</i> you need it, including weekends.
Microsoft WHQL Signed Drivers	Insures compatibility of the components and improves Out-of-Box experience.
Microsoft Certified Systems Engineers on Staff, Microsoft Certified Professional	By working as a direct partner with Microsoft as MCSEs & MCPs, it allows Infotel to provide the best, most reliable hardware and software at great prices along with outstanding technical support.
North American-Based Support	Support for U.S. jobs. No communication or language barrier.

**Computer Support Line 800.262.6622**