Stay out of tech hell and enjoy your technology.

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Charlotte Techsupport will show you how. Our computer/audio/video experts are custom tailors for your home and office technologies – at friendly, affordable prices.

> *"Whenever I need fast, reliable help and expertise, I turn to Charlotte Techsupport. They cover technology from A-Z, so I only need one company for all my home and office computer, networking, audio and video help. Their range is unsurpassed."*
> *Skipper Beck*
> *Beck Automotive Group*

We won't let you make costly mistakes.

We'll help you get the right fit. We'll help you plan, purchase, install, service and learn how to use everything that excites and frustrates you. We're fast in emergencies, too. 24/7/365.

> *"Charlotte Techsupport saved me $5000. My industry was recommending a $7000 software solution, but CTS found me a better solution for $2000."*
> *Larry Good*
> *Charles Tobacco Company*

We're your one-stop specialists for:

Business Computers/Networking	Planning/Purchasing/Consulting
Business IT Management/Consulting	Installation/Upgrades/Repairs
Peripherals/PDAs/GPS/Mobile Phones	Custom Hardware/Training
Home Computers/Networking	Software Support/Training
Home Audio/Surround Sound	Emergency Service
Home Theater Design/Installation	Remote Online Assistance
Plasma/LCD/DLP/Projection TVs	Remote PC/Server Monitoring

We may be the first multi-tech support company in the country, but what matters most to us is being the best.

Our technicians are 100% in-house, fully certified and insured. Our founders, Tony Shannon and Clayton Blount, have over 40 years combined experience serving more than 100,000 residential and 30,000 commercial customers – and growing. Our references speak for themselves and our team speaks your language – not geek.

We're locally owned. We value our customers for life. We'll be here for you today and tomorrow.

CHARLOTTE techsupport ™
your computer/audio/video experts

9305 Monroe Road, Suite L • Charlotte, NC 28270
Phone: 704-814-6011   Fax: 704-814-6177

Most people wind up in tech hell because they don't:

- Have an expert resource for unbiased information and advice.
- Have a long-term relationship with a trusted tech support company.
- Have a LOCAL source for fast answers and emergency solutions.
- Have immediate access to training in layman's terms.
- Know how and when to buy equipment to maximize cost savings, features and benefits.
- Have the time or expertise to integrate multiple technologies and stay abreast of their rapid advances.
- Have a disaster recovery and downtime plan.
- Protect their technology investments with adequate backup and security.
- Call on a support professional until they already have tech problems.

We stop problems before they start trouble for you.

> *"Charlotte Techsupport's Advantage Plus Plan gives me the information and confidence I need to hold my IT guy accountable for the IT decisions we make as an organization. Now I hold the cards."*
> *Kurt Ozborne*
> *Dixie Marketing*

> *"Charlotte Techsupport was amazing in helping us design our home theater. They educated us on all the options, helped us get the best prices on equipment, installed the system with tremendous care and expertise, and even taught us to operate it like pros!"*
> *Jeff and Sharon Lewis*

> *"Charlotte Techsupport takes the pain out of my home computers, whole-house audio, surround sound system and home theater. With their Advantage Plus Plan, I have a one-call-does-it-all team. It's the best $50 I spend each month."*
> *David Britt*

Charlotte Techsupport puts you in control of your home and office technologies with expert support when, where and how you need it.

Whether you're looking for fast, reliable IT support for your business or a custom home theater with surround sound, our specialists can help. We bring big business tech savvy to small business and state of the art tech services to your home. We've even tweaked out pit boxes for NASCAR. Nerds and NASCAR…imagine that…

Call us today at 704-814-6011
www.charlottetechsupport.com

Do you have tech questions like these?

- Should I buy an LCD, Plasma or DLP TV?
- Do I need a server?
- How often should I back up my data?
- Is a wireless network better for my needs than hard wire?
- How do I synch up my Calendar with my phone?
- How do I set up my GPS device and tracking?
- How can I play computer music files throughout my house?
- What's the difference between DVI, composite and component video?
- What's the best way to store my MP3 files?
- How do I resolve this software conflict?
- Can the files I've lost be restored?
- How do I consolidate all my remote controls into one?
- What software will help me run my business more efficiently?

Charlotte Techsupport has answers and solutions.

From cool toys to serious tools, we know computers, networking, audio, video and automation. From iPods to IT management – and everything in between – we've got you covered.

Our advice and consultations are always free, and we provide the highest level of service and support at more affordable prices than our competitors.

We even give new customers a BIG discount on your first hour of any on-site tech support!

Save this coupon and you'll save $30 off our already low hourly rate.

Charlotte Techsupport also has service plans to keep your home and office out of tech hell.

From custom service plans to our Advantage Plus Plan, we'll save you time, money and trouble. **We guarantee it.**

Advantage Plus Service Plan
only $50 per month

- Round the clock remote monitoring of one PC to ensure optimal performance.
- One hour per month remote or phone support for computers, networking, audio and video.
- This hour can be used for whatever you need including emergency service, training in Microsoft programs, updates to your operating system, network and security software, audio/video troubleshooting, etc.
- Rollover of unused labor time up to a maximum of 3 hours.
- No trip charges for on-site service calls.
- "First in line" emergency service with 7 day a week response.
- Technology inventory management.
- Annual reporting of current technology status.
- Monthly newsletter with tech tips and new product/service information.
- Client account access through CTS website.
- Wholesale audio/video pricing for most major brands.
- No charge for audio/video design and consulting.
- Exclusive product offerings and extended warranty policies.

Initial on-site Technology Evaluation is included. Our Evaluation is thorough and provides you with documentation of your current technology status, a customized breakdown of issues for attention and recommendations for maintaining trouble-free performance. Monthly remote monitoring for additional PCs at only $10 each. Monthly server monitoring for an additional $50.

"I own a fire protection business, and I need tech support all the time. With the CTS Advantage Plus Plan, I save $60-$100 a month in trip charges alone."
Chad Smith
Home Fires

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What's the best way out of tech hell?

Don't go there in the first place.

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