

LHAUG MEMBERSHIP SUPPORT POLICY

LHAUG MEMBERSHIP TELEPHONE SUPPORT SERVICES AT NO CHARGE:

- All telephone support on Apple hardware and software is at NO CHARGE.
- If your problem requires a visit to your house, there MAY BE a \$25 per hour charge for this additional service.

LHAUG MEMBERSHIP IN-HOUSE SUPPORT SERVICES AT \$25 PER HOUR:

- Additional services (at \$25 per hour) are available through your LHAUG membership ...
- Set up a NEW iMac or Macbook and connect to the internet and syncing to iCloud.
- Set up a NEW iPhone, iPad, or Apple TV and connect to internet and syncing to iCloud.
- Set up a NEW Printer - USB, Wireless, or e-Print.
- Set up and Sync an iPad or iPhone to iTunes in your Mac or PC.

LHAUG MEMBERSHIP TUTORING SERVICES AT \$25 PER HOUR:

- Tutorial services (at \$25 per hour) are available through your LHAUG membership ...
- OS X (iMac & Macbook) Basic Set Up and Navigation.
- iOS (iPhone & iPad) Basic Set Up and Navigation.
- Mac Apps like: Apple Mail, Safari, iCal, Contacts, iTunes, Pages, Numbers, iPhoto, Aperture, Etc.
- iPhone/iPad Apps like: Apple Mail, Safari, iCal, Contacts, iPhoto, iMessage, FaceTime, Etc.

Additional Notes:

The LHAUG provides free telephone support for problems with Apple hardware and software. This applies to hardware and software that Apple provides or manufactures. Free telephone support is not provided for manufactures of other hardware (like printers and PC computers) or providers of 3rd party software (like Adobe or Microsoft).

This support is supplied by volunteers and response time is dependent on available time from the volunteers.

Problems are defined as hardware or software not working correctly. Not knowing how a piece of hardware or software works is not a problem, but a tutoring service.

Tutoring or extended help - learning how hardware or software works is considered tutoring and can be provided at \$25 per hour. Having software installed, printers installed, setting up a new computer or iDevice is considered extended help.

Trouble outside of the AUG Support Policy can be obtained by contacting one of the Pro's listed at the clubs website. Please ask about their costs.