Freedom Club
Subscription Computer Services

PotterVilla APPLIED TECHNOLOGY

Experience Freedom from Frustration

Here's why you should join the club:

Freedom in Security

- World class, business grade, always-active endpoint security
- Remote Monitoring & Maintenance with a local team

Freedom in Data Protection

- Available business-class managed backup protection
- Plus includes backup status monitoring & restoration

Freedom in Service

- Support in person, by phone, text, email & remote access
- Available user support / incident response included

BUSINESS–CLASS SUPPORT FOR EVERYONE

Freedom Club BASIC

Individual - $20/month
Family - $30/month

FC Basic includes:

- Business-grade endpoint antivirus & antimalware protection
- Remote monitoring & maintenance (RMM) software & monitoring by our team
- Windows & 3rd party software patch management
- No remote support access fee, and no hourly charge for quick questions*.

Freedom Club PLUS

Individual - $35/month
Family - $65/month

FC Plus includes:

- Everything in Basic, and:
- 100GB Premium, business class managed backup
- Backup status monitoring & error handling
- Data recovery in case of loss

Freedom Club PREMIUM

Individual - $60/month
Family - $99/month

FC Premium includes:

- Everything in Plus, and:
- Included user support incidents (individual - 9hr/yr; family - 12hr/yr)
- Some office/shop services included free or at a discount such as physical PC cleaning (1/yr) and diagnostics*

Individual plans cover 1 computer
Family plans cover 2-3 computers

More than 3 computers or run a business?
Check into Freedom Pro

Be Free.

Here's what you get when you join the Freedom Club:

Computer Service & Repair

- Remote & on-screen tech support with no connection fee
- Remote monitoring helps solve issues before they happen
- Friendly and helpful techs to answer your quick questions
- Automatic maintenance and updates applied to your PC

Protection & Security

- Active security monitoring & notifications
- World class, business grade, always-active security
- Always free scam and security threat review
- Windows & 3rd party software patch management

Coverage Terms

Our team will answer "quick support" needs and answer questions under 15 minutes for free up to 3 incidents per month with all plans at technician discretion. For longer support requests, our Premium plan includes 9 hours/year for individuals and 12 hours/year for family plans. Non covered support requests are billed at typical hourly rates for the incident. Our backup offering provides business class data backup and recovery, but does not include validation or test-trials, and does not insure against data loss. On all plans, we offer an unlimited number of remote support incidents with no user fee, but depending on the plan service provided may be billed hourly at technician's discretion. Support may need to be scheduled based on tech availability. Freedom Club is designed to provide your computer and our team with the tools to give you excellent service, data protection and security, and to minimize as much as possible the need for major incidents or recovery.

Be Free.

A Service by PotterVilla Applied Technology
help@pottervilla.com | (517) 588-3030 | pottervilla.com
126 N. Bostwick St., Charlotte, MI 48813