

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 with your LHAUG membership.
- Set up an iMac, MacBook, iPhone, iPad, Apple Watch, or AppleTV and connect to the Internet.
- Set up a NEW Printer - USB, AirPrint.
- Set up Synchronization on iPad, iPhone, Mac and/or iCloud.

LHAUG Membership Tutoring Services Available at \$25 per hour:

- Tutorial services (at \$25 per hour) are available through your LHAUG membership.
- Basic Set Up and Navigation using iPhone, iPad, Macintosh.
- Apps: Apple Mail, Safari, Calendar, Contacts, Pages, Numbers, Photos, Etc.

Additional Notes:

The LHAUG provides free telephone support for problems with Apple hardware and software. Free telephone support is **not** provided for manufactures of other hardware (like Android phones and PC computers) or providers of 3rd party software (like **Adobe, Google, 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.

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 pricing.