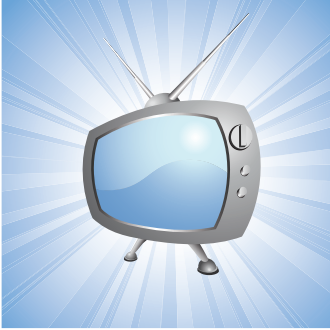




SUPPORTSQUAD™ Universal Protection Program Reimbursement Form



Congratulations! The SupportSquad™ Gold Plus, Ultra Fast and Platinum Plus include a \$300 Universal Protection Plan. Your membership entitles you to receive up to \$300 in annual reimbursement for the satellite, cable, home phone, wireless phone and Internet equipment and service charges that are not covered by your service provider:

HOME SERVICES

- Equipment Deductibles
- Parts and Labor
- In-Home Service Calls
- Shipping and Handling

MOBILE SERVICES

- Accessories
- Damage or Defect
- Repair & Replacement Parts
- Wireless Phone Deductibles



To receive reimbursement for qualifying satellite, cable, home phone, wireless phone and Internet products and services, please complete the following steps:

Step 1: The following criteria must be met in order to qualify for reimbursement under the SupportSquad™ Universal Protection Program (please see the reverse side of this form for complete Terms and Conditions).

- Must have a SupportSquad Gold Plus, Ultra Fast or Platinum Plus account that is in good standing
- The home service address must match your SupportSquad membership address
- Copies of service provider or equipment bill(s) must be provided and attached to this form

Step 2: Complete and sign the form below.

Name: _____ Phone: (____) _____ Email: _____

Address: _____ City, State _____

Account No. (Required): _____ Zip Code: _____

Reimbursement Amount: \$ _____

Signature: _____ Date: ____ / ____ / ____

In signing and submitting this form, you acknowledge and agree to the Terms and Conditions, as stated below.

Step 3: Attach copies of your cable or equipment bill(s) to this form.

Step 4: Mail the completed form and attached bill(s)

Address:
 SupportSquad™ Universal Protection Program
 3303 W. Commercial Blvd., Suite 201
 Ft. Lauderdale FL, 33309

Step 5: Allow up to four weeks for your reimbursement check to arrive.

Offer valid for active SupportSquad subscribers whose member account is in good standing. Offer may end without notice. SupportSquad Membership must be active for at least 60 days before submitting Reimbursement Form(s). Offer only available to Gold Plus, Ultra Fast and Platinum Plus SupportSquad members in serviceable areas. Offer good in the United States only, except where prohibited, taxed, or restricted by law. Reimbursement checks are ordinarily received by the subscriber within 4 weeks of submission. If redemption form and bills/receipts are not submitted within 60 days from the date of service, the offer will not be honored. Required

documents include: a completed Redemption Form and a copy of each bill/receipt. Complete all fields of the form. The required signature must be the SupportSquad member's signature. The SupportSquad member's mailing address must match the residential address of the relevant service. Fraudulent submission of multiple requests could result in federal prosecution under the US Mail Fraud Statutes (18 USC, Section 1341 & 1342). Keep a copy of your of this form for your records and future reference. Certain restrictions apply. Offer void where prohibited, taxed, or restricted by law. Offer redemption rights cannot be transferred.

The SupportSquad Universal Protection Program

Coverage: The SupportSquad™ Universal Protection Program ("Program") entitles Platinum and Gold Plan subscribers to receive reimbursement for qualifying satellite, cable, home phone and Internet equipment and service charges that are not covered by the service provider. Wireless phone coverage applies to the deductible only. Accessories for wireless phones are not covered under this plan. Qualifying service-related charges may include and are not limited to the following Covered Items: equipment charges, accessories, parts and labor, damage or defect, in-home service calls, repair and replacement, shipping and handling

Reimbursement: Members are entitled to up to \$300 annual reimbursement for qualifying charges. Total reimbursement may not exceed \$300 annually. To receive reimbursement, members must complete and submit a SupportSquad Universal Protection Program Reimbursement Form with copies of applicable service bills/receipts. Allow up to 4 weeks or 31 days for reimbursement checks to arrive by mail. Program Redemption Forms may be accessed from the www.supportsquad.com website. Log in to your account and click the Universal Protection Program link. Download and print a Redemption Form and follow the instructions on the form.

In order to maintain the full coverage available through the Universal Protection Program, the SupportSquad member promises and assures: that the equipment for which the member is seeking assistance or reimbursement is in proper operating condition and fully operational at the start of the Program, 2) members are in full and reasonable cooperation with SupportSquad technical support agents and/or authorized service provider(S) during diagnosis and repair of covered Item(s), 3) that the Covered Item(s) is not used for business, commercial or institutional purposes here defined as any use other than single-family household use; 4) that the member will keep the member's account with SupportSquad in good standing; 5) to provide adequate access for service to a Covered Item(s) during normal business hours; 6) to not mislead, defraud, or make any misrepresentation to SupportSquad technicians and/or authorized service providers; 7) to not falsify any related documents or records; and 8) to fully disclose all relevant information and fully cooperate with SupportSquad, its agents or service providers to troubleshoot any problems with the Covered Item(s).

SupportSquad™ Service Terms of Service

Acceptance of Terms of Service

By registering with SupportSquad, you accept these Terms of Service (these "Terms"). SupportSquad may, at its own discretion and without prior notice, make changes to these Terms and will inform customers of any changes. After a change in these Terms of Service, your continued use of SupportSquad Service indicates your acceptance of the new Terms.

Description of SupportSquad Service

SupportSquad provides remote support for specific computers, software and electronic products described in the "Supported Products" section of these Terms. SupportSquad charges customers a recurring Membership Service Fee based on the monthly service rate which is payable monthly or annually, at the customer's discretion. SupportSquad customers obtain technical support from a Technical Support Engineer (TSE) by contacting SupportSquad via telephone. SupportSquad only offers remote technical support. Onsite service is not included in the SupportSquad Service. SupportSquad offers its customers the option of Remote Computer Control (RCC), where a TSE can, with the customer's permission, take over the customer's computer from the TSE's remote location. By accepting these Terms of Service, the customer acknowledges that they may, on occasion, be offered the Remote Computer Control option. SupportSquad TSEs are not allowed to use the RCC service option without the explicit consent of the customer. SupportSquad will use reasonable effort to provide a customer with technical support for as long as the customer's account is current (not in arrears). SupportSquad reserves the right to refuse service to a customer.

Supported Products

SupportSquad provides technical support for popular computers, WiFi, scanners, printers and software plus electronics such as cameras, TiVos, iPods, MP3 players, gaming devices and more. The SupportSquad list of Supported Products is subject to change. The customer acknowledges that, due to the rapidly changing nature of technology, SupportSquad cannot be held responsible for supporting every computer-related or electronic product on the market. For more details and a complete list of Supported Products go to www.SupportSquad.com.

No Assurance of Problem Resolution

SupportSquad will use reasonable effort to resolve the customer's problem. It is possible that The SupportSquad may be unable to resolve certain problems based on the complexity of the issue or technology. SupportSquad will only exercise reasonable effort to resolve said customer's technical problem. SupportSquad does not guarantee resolution to any customer problem. The customer acknowledges the possibility of limitations and, by subscribing to SupportSquad Service, indicates acceptance of the No Assurance of Problem Resolution section of the SupportSquad Terms of Service. SupportSquad does not warrant that the service is free of errors or mistakes. SupportSquad does not warrant or represent that defects or limitations in the service will be corrected. Nor does SupportSquad warrant or represent that the service shall be available continuously. Certain extenuating circumstances may cause the service to be interrupted. SupportSquad provides no remedies for such service interruptions. In addition, SupportSquad provides no remedies for any loss of data resulting from use of the service. By subscribing to the SupportSquad Service, the customer accepts these disclaimers.

Termination or Suspension of Service

The SupportSquad website (www.SupportSquad.com) provides detailed Terms of Use that govern your use of the SupportSquad website. A customer's breach of the Terms of Use shall result in the termination or suspension of their subscription and associated SupportSquad Services. SupportSquad shall exercise its right to terminate or suspend service solely at its own discretion, without consulting the customer. SupportSquad shall incur no liability resulting from terminating or suspending service upon breach by a customer. State Variations - THE MEMBER MAY HAVE OTHER RIGHTS AND REMEDIES UNDER THE MEMBER'S RESIDENT STATE'S APPLICABLE LAWS, WHICH MAY DIFFER FROM ANY REMEDY THAT MAY BE AVAILABLE UNDER THIS MEMBERSHIP. THIS MEMBERSHIP IS NULL AND VOID IN STATES WHICH PROHIBIT ITS EXECUTION.

Governing Law; Consent to Jurisdiction

These Terms of Service are covered by the laws of the State of Florida. Any litigation arising from the use of SupportSquad Service shall be litigated in the courts of Florida.

Additional Assistance or Information - Please write to: SupportSquad, 3303 W. Commercial Blvd., Suite 201, Ft. Lauderdale FL, 33309.