

## Spring Cleaning, TK Style

Spring is finally here! The weather is getting warmer, trees are back in bloom and the last thing on your mind should be spending more "quality" time with the computer.

Now is the perfect time, however, for **Spring Cleaning, TK Style**. Let us take your computer(s) for a 2 day sabbatical to be updated, patched, cleaned, and even upgraded if necessary.

Many people don't think to schedule routine maintenance or service calls until something is either completely broken or the frustration level exceeds the tolerable threshold. Don't wait any longer.

Email [help@tkservices.com](mailto:help@tkservices.com)  
to schedule a Spring Cleanup today  
and receive **\$25 off each computer**

Offer valid through May 2006

## TK Standard Cleanup:

- ✓ Backup ALL files and data to DVD
- ✓ Disinfect computer of viruses & spy ware.
- ✓ Install latest Windows patches & updates
- ✓ Install newest versions of Adobe Acrobat, AOL Instant Messenger and other common programs.
- ✓ Install or Update TK Helpdesk remote support agent for future use.
- ✓ Defrag & Scandisk Hard Drive as needed
- ✓ Verify Internet Security Protection
- ✓ Blow-out all dust and debris inside PC

## Upgrade Recommendations:

- ✓ Increase system memory to 1GB for a noticeable performance boost.
- ✓ Increase data storage capacity by upgrading your hard drive for music, photos and more...
- ✓ Renew Antivirus & Firewall protection

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## TK Partners with Alliance Micro to Offer Ink by Email

Tech-Knowledgey Services has been building relationships with congruent product and solution providers since day 1. We are always looking for new ways to help our clients and to become the single resource for all their technology needs.

Many clients already benefit from our below web-cost pricing on Dell computers and competitive rates on printers, network equipment, PDAs, MP3 players and more.

TK Services is happy to announce a new partnership with Alliance Micro to provide reduced cost ink & toner supplies. You can now send an email to: [ink@tkservices.com](mailto:ink@tkservices.com) with either the model of the printer or the specific cartridge number and quantity. We will look up the part, invoice for payment or charge your credit card (on file) and have the order delivered directly to you within 1-2 business days.

While we expect our pricing to be competitive with wholesalers and online distributors, the convenience of ordering **ink by email** is a true benefit that only TK Services can offer.



**T.K. SMARTSHOP**  
Tech-Knowledgey Discounts

Brother - Canon - Dell - HP - Lexmark - and more...

## Team TK:

- Ron Nielsen: x111**  
President & Founder
- James Luce: x117**  
Chief Operating Officer
- Lisa Nielsen: x116**  
Director of Marketing
- Jeff Webber: x112**  
Director of Operations
- John Cruces: x114**  
Mobile Support Tech.
- Chris Self: x115**  
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### Summary:

Tech-Knowledgey Services is the non-geek alternative to resolving every problem that seems "too technical". We have been referred to as "Life Support For The Non-Techie" because of our genuine dedication to customer service and our unique ability to create customized solutions for home and business. Think of us as your one-stop resource for everything from computer repair and web development to home theater installation and cabling services. Also, enjoy the exclusive benefit of TK Helpdesk which allows us to repair many computer problems remotely from our office to significantly reduce down time and inconvenient service calls.

### Our Mission:

Our Mission is to serve others, be sincere and courteous in our interactions, and efficiently provide sensible support alternatives using cutting-edge technology.

## ----- On-Site & Remote Technical Support -----

### For Your Business:

- Asset Management
- Cabling Services
- Fixed Price Contracts
- Multimedia Installations
- Network Administration
- Outsourced IT Provider
- Web Development

### For Your Home:

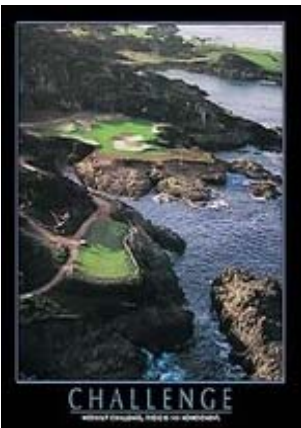
- Competitive Hourly Rates
- Computer Cleanup
- On-Site Technical Training
- Parental Controls & Monitoring
- Repairs & Upgrades
- SpyWare Removal
- Wireless Networking

### For Everyone:

- 24x7 On-Call Technicians
- AntiVirus & Security
- Computer Maintenance
- Data Recovery
- Secured Remote Support
- Technical Support
- And So Much More...

## Our Challenge

Tech-Knowledgey Services has been helping residential and small business clients since January 2002. We have grown steadily each year through word of mouth referrals alone and while we are beginning to dabble in other marketing opportunities we are committed to quality, not quantity.



We highly value the referrals from our clients above all other sources because their testimony allows us to gauge our progress. We strive to exceed all expectations and while technology can sometimes be troublesome, we hope that our level of commitment to do whatever is necessary, shows through with each visit.

This Quarter we have raised the bar and are challenging ourselves to **EARN** 25 new clients. We genuinely want to be the preferred support solution for the DC Metropolitan Area and to become the standard by which all other service providers will follow. We need your help to meet this very ambitious goal.

Our staff is working hard behind the scenes developing new, innovative solutions to support you more efficiently and to make the entire process easier. Please help us to reach your friends, family and co-workers by sending them to our website: [www.tkservices.com](http://www.tkservices.com) to learn more about how we can help.

## TK Helpdesk

TK Helpdesk is one of many innovative services we offer to assist our clients with minor computer problems, configuration changes and training.

The TK Helpdesk Remote Control Agent is an application which can be downloaded from our website and will automatically install itself to your computer. You will then be prompted to authorize our access and within a minute we will see what you see and can take control of your mouse and keyboard.

From that point forward we can assist you as if we were physically in front of your computer and you can watch every keystroke.

This invaluable service significantly reduces office down time and is an efficient, cost effective way for us to support most problems.

