

Client: Accenture  
 Project: PCHC  
 Version: Final

<b>Module, Item, Field, etc. (Location)</b>	<b>Copy</b>	<b>Notes</b>	<b>Client Notes</b>
<b>Welcome Page (first time user)</b>			
Logo/Title	Qwest PC Services	Global [Sun logo]	
Upper Nav	Home Services Service History Help Logout	Global	“Products” is changed to “Services” throughout
Account Information Upper Nav	Welcome, [User’s First Name/Company Name]  Account #: [xxx]		
Headline #1	Your PC is Safe with Us		
Subhead #1	Qwest’s free PC Health Check watches over your computer— patrolling to identify potential threats.		
Copy	The scan detects: <ul style="list-style-type: none"> <li>• Failures in hardware, security software and security settings</li> <li>• Viruses, infections, pop-ups and spam</li> <li>• Compromised computer performance</li> </ul>		
Button	Scan My PC	Links to Terms of Use Light Box	
Brief Copy (near link)	I already know what my PC needs		
Link	Display Services		
<b>Welcome Page (return user)</b>			
Account Information Upper Nav	Welcome Back, [User’s First Name]		
Headline	Alert!		
Copy	Your last service purchase(s)		

	was interrupted. To utilize the service, you must resume it within 5 days after the date of purchase. Accordingly, please resume the service by [month/date/year].		
Button	Resume Service		
Headline	Your Recent History on PC Health Check		
Copy	[Service] [Date] [Status:] Completed Not completed [If not completed:] Resume Service		
Links	Resume Service Get Details		
Button	See All	Links to the Service History page	
Headline	Scan for Threats		
Copy	The scan detects: <ul style="list-style-type: none"> <li>• Failures in hardware, security software and security settings</li> <li>• Viruses, infections, pop-ups and spam</li> <li>• Compromised computer performance</li> </ul>		
Button	Scan My PC	Links to Terms of Use Light Box	
Brief Copy (above link)	I already know what my PC needs		
Link	Display Services		
<b>Terms of Use Overlay</b>			
Headline	Terms of Use		
Body Copy	[Legal Document]		
Button	I Agree	Links to Scan Run	
Button	Cancel	Returns to Welcome Page	
<b>Services Page</b>			Formerly “Products” page
Headline	Clean Up and Protect Your		

	PC with Qwest Premium Services		
Brief Copy	Qwest's remote PC Technician remotely fixes both visible and hidden PC problems—as you relax. Choose one or more services:		
Module Title #1	PC Tune-Up		
Module Copy #1	Qwest's remote PC Technician initiates this advanced maintenance process to: <ul style="list-style-type: none"> <li>• Perform disk defragmentation</li> <li>• Increase disk cache and virtual memory</li> <li>• Remove items that can cause system crashes or freezing</li> <li>• Enhance overall system performance</li> </ul>	Adding full size sketch of individual modules.	
Module Price #1	Only [\$xx]		
Check Box Copy #1	Add		
Module Title #2	PC Malware		
Module Copy #2	Qwest's remote PC Technician employs this removal system to get rid of: <ul style="list-style-type: none"> <li>• Viruses, Spyware, Adware, Trojans and worms</li> <li>• Pop-ups and spam</li> <li>• Other security threats</li> </ul>		
Module Price #2	Only [\$xx]		
Check Box Copy #2	Add		
Module Title #3	Remote Install		
Module Copy #3	Qwest's remote PC Technician securely connects to your PC online to install software that comes with your Qwest High-Speed Internet®: <ul style="list-style-type: none"> <li>• Norton™ Online Solutions</li> <li>• Automatic Online Backup</li> </ul>	Opens Rollover/Quick View Box	

	<ul style="list-style-type: none"> <li>QuickCare™</li> </ul>		
Module Price #3	Only [\$xx]		
Check Box Copy #3	Add		
Rollover/Quick View Box #1 Title	Norton™ Online Solutions	Visual cue needed for rollover	
Rollover/Quick View Box #1 Copy	Be more secure with the award-winning antivirus, spyware and all-in-one security suites from Norton™. These security solutions deliver industry-leading protection against viruses, spyware and more without slowing down your PC.		
Rollover/Quick View Box #2 Title	Automatic Online Backup		
Rollover/Quick View Box #2 Copy	Allow your pictures, music and movies to be protected by storing them. With a 2 GB storage capacity available at no cost—and additional capacity available for purchase—this backup system gives you up to 50GB of personal space.		
Rollover/Quick View Box #3 Title	QuickCare™		
Rollover/Quick View Box #3 Copy	Be empowered to fix many Internet and email problems quickly and easily. Safeguard your application settings to restore them quickly. Troubleshoot to identify problems. You can even repair your high-speed Internet connection.		
Button	Proceed to Checkout		
Error Message Copy	Please select one or more services before proceeding to Checkout.		
Link	Discover what your PC needs with the free PC Health Check Scan	Links to Terms of Use	
Body Copy	Your PC Health Check Scan will take up to 7 minutes.		

	When completed, you can see the results and find out what we recommend for you to do next to keep your PC in optimal shape.		
<b>Start Scan Pop-Up (Step 1)</b>			
Progress Indicator Copy	Start Scan Scan Results Recommendations Checkout Remote Technician Service Summary		
Help Link	Help	Links to Help page	
Scan Visual Copy Panel #1	Scanning: Hardware  Processor Memory Drive Video Card		
Scan Visual Copy Panel #2	Scanning: Security Software  Anti-Virus Anti-Spyware Firewall		
Scan Visual Copy Panel #3	Scanning: Security Settings  Windows Auto Operation Internet Explorer Security Level Pop-up Blocker Web Browser Windows Firewall		
Scan Visual Copy Panel #4	Scanning: Optimization Capabilities  Disk Fragmentation Disk Cache Virtual Memories Cookies		
Scan Visual Copy Panel #5	Scanning: Malware  Trojans Adware Spyware Keyloggers Rootkits		
Copy under Scan	Scan Progress		

Progress Bar			
Button	Cancel		
Overlay Copy	Are you sure you want to cancel the free PC Scan?		
Overlay Checkboxes	No, continue. Yes, end scan.		
<b>Download Center</b>			
Headline	Download Center	Note: This is a full size page positioned in the background and pop-ups appear on top	
Copy	<p>The scan won't download because your pop-up blocker is on. Please see the Internet Explorer download blocking ribbon above the page that looks like this:</p> <p><i>“To help protect your security, Internet Explorer has blocked this site from downloading files to your computer. Click here for options...”</i></p> <p>Click “Allow download” to disable the blocking ribbon. Then you can download the scan and discover the status of your PC's health.</p>		
Button	Download Scan		
<b>Results Pop-Up (Step 2)</b>			
Headline	Scan Results		
Copy	The scan is complete. Review the results below to evaluate the safety of your PC by seeing how high your PC scored.		
Titles in Graphic	Hardware Security Software Security Settings Optimization Malware Overall Rating		
Copy	Your PC needs immediate attention, due to the issues		Alternative lines – to be used

	<p>we identified in the PC Health Check. To protect your PC, please view our recommendations.</p> <p>Your PC has certain issues that need attention, as identified in the PC Health Check. To protect it, take advantage of the services we recommend.</p> <p>Your PC is in very good condition, as evidenced by the results of the PC Health Check. It doesn't require any of Qwest's PC services at this time.</p>		depending on results of PC Health Scan (Bad/Medium/Good)
Buttons	<p>Cancel</p> <p>View Recommendations</p>		
Overlay on Cancel Button Copy	Are you sure you want to cancel before seeing our recommendations?		
Overlay on Cancel Button Checkboxes	<p>Yes, cancel without showing recommendations for fixing my PC.</p> <p>No, continue and show me recommendations for fixing my PC.</p>		
<b>Recommendations Pop-Up (Step 3)</b>			
Headline	Recommendations for Fixing Your PC and Restoring its Security		
Copy	There's a solution for every problem the PC Health Scan identified. Look at the highlighted services below to see what is recommended to fix your PC.		
Subhead	We recommend:		
Titles	<p>PC Tune Up</p> <p>PC Malware</p>		
Checkbox	Add		
Buttons	<p>Cancel</p> <p>Go to Checkout</p>		

Overlay Copy	Do you really want to cancel without fixing the issues we identified?		
Overlay Checkboxes	No, continue and fix my PC.  Yes, cancel and don't fix my PC.		
Alternate Copy (under Headline)	Your PC is in good health. You don't need any services at this time. Come back in the near future for another Free PC Scan to protect your digital valuables.		
<b>Checkout Page</b>			
Link	Add/Remove a Product		
Titles	Items  Price  Total		
Item Title(s)	[Name of Product]		
Copy	This purchase will appear on your next Qwest bill.		
Buttons	Cancel  Buy Now		
Overlay Copy	Do you really want to cancel Checkout?		
Overlay Checkboxes	No, continue. Yes, end the process and return to the Welcome page.		
Light Box Headline	Edit Your Selection		
Titles	PC Tune Up  PC Malware		
Checkbox	Add		
Button	Return to Checkout.		
<b>Password Pop-Up</b>			
Headline	Begin Optimizing Your Computer		
Copy	Qwest's remote PC Technician is going to connect remotely to service your computer.  Please enter your Password below.	Assumption: The Username is pre-populated in the field by default.	

	Please note: Qwest's remote PC Technician and Qwest will not retain your password. Entering it simply allows automatic connection to your computer in case of a service interruption.		
Button	Continue		
<b>Remote Technician Page</b>			
Headline	Connect with Qwest's Remote PC Technician		
Copy	To connect, fill out the form below and remember to close all open documents.		
Text Box Titles	Name Email Phone		
Survey Checkbox Headline	What made you realize that your PC might need help?		
Survey Checkbox Titles	PC Health Check Scan results Computer running slow Too many pop-ups Couldn't stop spam Fragmented documents Loss of documents		
Button	Connect with Remote Technician		
<b>Service Summary Page</b>			
Header	Service Session Summary		
Copy	It was a pleasure serving you.  Please find your service record below. Also included are the comments of Qwest's remote PC Technician.  [Description of Service Rendered]		
Header	Technician's Comments		
Technician's Comments	[TBD]		
Header	Your Receipt		
Subhead	The charge for the product(s) will appear on your Qwest phone bill. To receive a		

	receipt via email, enter your email address below.		
Checkbox Copy (for one checkbox)	<p>Yes, I would like:</p> <ul style="list-style-type: none"> <li>• Reminders sent to me about my next recommended service date</li> <li>• To learn more about maintaining my PC's health</li> <li>• To be informed about future Qwest PC safeguarding services</li> </ul>		
Button	Submit		
<b>Service History Page</b>			
Headline	Service History		
Titles of Categories	Item Date Status View Details		
Link	View Details		
Product Module Headline	Services		
Subheads	[Name of Product] [Name of Product] [Name of Product]		
Copy (in each product module)	[Description of service rendered, pulled from database]		
Item Summary Window	Item: [Name of Product] [Price of Product] [Date]		
Header	Service Session Summary		
Copy	[Description of Service Rendered]		
Header	Technician's Comments		
Copy	[TBD]		
Link	Print Summary		
Button	Close		
Results Chart	Your New PC Scores		
<b>Help Page</b>			
Headline	Help		
Subheads	PC General Questions  Services  Processes		

	<p>Download</p> <p>Warranties</p>		
Services Q&A	<p>Q: What are Qwest Remote Services?</p> <p>A: Qwest Remote Services are computer services that Qwest provides to its customers via remote control software. Remote Services allow Qwest's remote PC Technician, sitting in a separate physical location, to fix your computer problems and improve performance through the Internet. It works like desktop-sharing technology and allows Qwest's support personnel to rapidly resolve computer issues.</p> <p>Q: Are Qwest Remote services secure?</p> <p>A: Yes. The technology uses 256 bit encryption, which is as secure as most banking sites. Only you can initiate a support session and you can always end a session by simply closing the support window. Additionally, Qwest's remote PC Technicians cannot copy data from your computer.</p> <p>Q: What is PC Health Check?</p> <p>A: PC Health Check is a free assessment tool which scans your computer and assesses overall PC Health. If issues are found, PC Health Check will offer for pay resolution options.</p> <p>Q: Do I have pay for the PC</p>		

	<p>Health Check scan? A: There is no cost to you to run the PC Health Check scan of your PC to diagnose possible issues. After the scan, a list of recommendations will be provided. There may be services offered for free and some that may be purchased.</p> <p>Q: Why is remote computer support better than more traditional support options? A: Traditional computer support options are typically involved processes that are both expensive and time consuming. Options from sitting on hold with a voice representative to taking your computer into a store are not cheap, fast, or convenient. Remote computer support allows a repair technician to access and repair your PC without requiring you to remain in front of your machine.</p> <p>Q: What services do you offer? A: Qwest offers the following services listed below. Click on the link to learn more about each service.</p> <p><a href="#"><u>PC Tune-up</u></a> <a href="#"><u>PC Malware Removal</u></a> <a href="#"><u>Remote Install</u></a></p> <p>Q: Are there any additional products / services that Remote Install can install on your computer, and what are they? A: Qwest offers the</p>	<p>Links go to product definitions (see below)</p>	
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	<p>following additional services:</p> <ul style="list-style-type: none"> <li>• Email Configuration—Our Remote Services agent can help set up your email so you can begin receiving and sending emails to keep you up to date with work and to keep in touch with family and friends. Our Remote Services offers support for any one of the following email clients: <ul style="list-style-type: none"> <li>-Outlook (2002-2007)</li> <li>-Outlook Express</li> <li>-Windows Mail</li> <li>-Thunderbird</li> </ul> </li> <li>• Microsoft Windows Live™—this is a bundled offering of services and software from Microsoft. This includes Windows Live™ Messenger, Windows Live™ Photo Gallery, Mail, and Toolbar.</li> <li>• Windows Live™ Messenger—this is a chat application that allows you to send instant messages to your friends and family, as well as share files and photos.</li> <li>• Windows Live™ Photo Gallery—This application allows you to import, edit, and share your photos directly from your PC</li> </ul>		
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	<p>with others. Our Remote Services agent can help you install this software.</p> <p>Q: Do I need to watch the entire service? A: No. You are free to do anything you want during the service. During the service, a Remote Services agent will be performing actions on your PC so please leave the PC on and connected.</p> <p>A: Will I be able to see what the Remote Technician is doing? Q: Yes. Everything the Remote Services agent does will be visible to you, so if at any point you are uncomfortable you may revoke service permission by closing the chat window.</p> <p>Q: How will I know when the service is complete? A: Once the service is complete, the remote agent will send a message via the chat window alerting you to the service completion.</p> <p>Q: What happens if I get disconnected while a service is being performed? A: If for some reason your PC gets disconnected while a service is being performed, you can reconnect by clicking on the Qwest Reconnect icon on your desktop. Or if you no longer have the icon, connect to <a href="http://qwestrc.com/help">http://qwestrc.com/help</a>. Or if you have lost Internet connectivity you can call Qwest Internet Support</p>		
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	<p>Group at 1-800-860-2255.</p> <p>Q: How do I chat with a Remote Services agent?  A: While the service is being performed you can chat with the Remote Services agent at any time by clicking on and opening the chat window labeled LogMeInRescue.</p>		
<p>Copy from Links (from Products &amp; Services area)</p>	<p>PC Tune Up is a service offered where an agent will check your PC's current settings, configure security settings, and optimize your PC.</p> <p>PC Malware Removal is a service offered when your PC has been diagnosed and found to be infected with malware and/or viruses that can decrease your PC's performance. Our Remote Services agent will run software tools to remove potentially harmful and corrupted files. This will help to optimize your PC's performance.</p> <p>Remote Install is a service offered so that we can set up these programs on your computer:</p> <ul style="list-style-type: none"> <li>• Norton™ Online Solutions—software that our Remote Service agent can install which will help prevent your PC from downloading malicious files that can harm your computer.</li> <li>• Automatic Online Backup—an additional service that</li> </ul>		

	<p>our Remote Service agent can perform to help back up and store your important data and files according to your preferences. If you currently subscribe to Qwest Personal Digital Vault™, our Remote Services agent can help you set up automatic backups of your files to Qwest servers, which you can access later from any PC via the Internet.</p> <ul style="list-style-type: none"> <li>• QuickCare™ Modem Solutions—software that our Remote Service agent can install on your PC that will enable Qwest’s remote PC Technicians in the future to quickly access your PC and troubleshoot any issues on it.</li> <li>• Email Configuration—Our Remote Services agent can help set up your email so you can begin receiving and sending emails to keep you up to date with work and to keep in touch with family and friends. Our Remote Services offers support for any one of the following email clients: <ul style="list-style-type: none"> <li>-Outlook (2002-2007)</li> <li>-Outlook Express</li> <li>-Windows Mail</li> <li>-Thunderbird</li> </ul> </li> </ul>		
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	<p>•Microsoft Windows Live™— this is a bundled offering of services and software from Microsoft. This includes Windows Live™ Messenger, Windows Live™ Photo Gallery, Mail, and Toolbar.</p> <p>Windows Live™ Messenger— This is a chat application that allows you to send instant messages to your friends and family, as well as share files and photos.</p> <p>•Windows Live™ Photo Gallery—this application allows you to import, edit, and share your photos directly from your PC with others. Our Remote Services agent can help you install this software.</p>		
Processes Q&A	<p>Q: How long will the PC Health Check scan take? A: The PC Health Check scan should take approximately between 2 and 7 minutes.</p> <p>Q: How long will the other Remote Services take? A: For the other services, depending on service type, repair can take as little as half an hour or as much as six hours (but can be done while you are away from your computer).</p> <p>Q: Why do you need my Windows Log on info? A: Your Windows logon information (username and password) is used so that Remote Services agents can reboot your PC without disturbing you. This allows</p>		

	<p>the agent to seamlessly log on to your PC without calling you or waiting to contact you.</p> <p>Q: How do I know my Windows log on information is secure?</p> <p>A: The Windows log on information you provide to the application is encrypted and will not leave your PC. The information is secured and not accessible to any of Qwest's remote PC Technicians or Qwest.</p> <p>Q: Since you are installing free Antivirus Software, can you install that Antivirus Software on my other PC?</p> <p>A: Yes. If the customer is current subscriber, the Remote Services agent can install Antivirus Software as part of the Remote Install SKU.</p> <p>Q: Do I need to be present for the scheduled Norton scan?</p> <p>A: No. You do not need to be present for the scheduled scan of Norton. As long as your PC is on, the Norton scan will run on its own and provide you with a summary of the results.</p> <p>Q: Can you get back into my computer after my session is over?</p> <p>A: No. All traces of the software are removed when the service is complete. Your computer will be completely secure after the transaction.</p>		
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	<p>Q: What technical skills do I need to use the remote service?</p> <p>A: The only technical skills required to use the service is the ability to browse to a website. Remote Service agents will assist you through the rest of the process.</p> <p>Q: How should I back up my files?</p> <p>A: You should save all important files and documents by copying your important data to a back up secondary location such as an external hard drive or to the Qwest Personal Digital Vault™. It is good practice to routinely back up important data.</p> <p>Q: What if my hard drive needs to be wiped clean by Qwest so that my PC has to get restored and I do not have a Windows CD or Recovery CD (the initial disks I received at time of purchase that contain all of the software and systems that belong on your hard drive)?</p> <p>A: It is the customer's responsibility to maintain a copy of Windows. The software and CD is licensed to the customer through Microsoft and without the properly licensed CD, we will not be able to load all of the software and systems to restore Windows.</p> <p>Q: Why was my PC initially recommended for a Tune Up and in the middle of performing this service, my PC was recommended for</p>		
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	<p>Malware Removal?</p> <p>A: The initial scan performs a preliminary diagnosis of your PC and recommends the minimum service that your PC needs. Upon further inspection, our Remote Services agent might discover additional issues with your PC, especially with malware and viruses that are extremely tricky to diagnose and uncover.</p>		
Download Q&A	<p>Q: Why is my download blocked?</p> <p>A: As a security precaution, some browsers disable automatic downloads. In most of these cases, a "security bar" may appear at the top of the browser window indicating that a download has been blocked. To continue the download, click the security bar and select the option to allow the download.</p> <p>If you do not see the security bar and the download are still being blocked, adding "qwestrc.com" (with no www) to your trusted site list often fixes the problem.</p> <p>Q: Do different browsers have different ways of allowing the download?</p> <p>A: Yes. Below are listed the ways you can allow the download to occur on various browsers:</p> <p><u>For Internet Explorer:</u></p> <p>1. Go to &gt; Tools &gt; Internet options &gt; Security tab &gt; and select the "Trusted sites" section.</p>		

	<p>2. Now click the "Sites" button.</p> <p>3. Type in "download.com" with no "quotes" and no "www".</p> <p>4. Uncheck the checkbox at the bottom that says, "require server verification..."</p> <p>5. Click Close &gt; click OK.</p> <p>6. Click your browser's back button and click on the Download Now link again.</p> <p><u>For Firefox:</u></p> <p>1. Go to &gt; Tools &gt; Options &gt; Security tab</p> <p>2. Now click the "Exceptions" button.</p> <p>3. Type in "download.com" with no "quotes" and no "www".</p> <p>4. Click Allow &gt; click Close &gt; click OK.</p> <p>5. Click your browser's back button and click on the Download Now link again.</p> <p>Q: Will Different Internet Browsers have different methods for downloading and running files and different ways I can establish my connectivity with one of Qwest's remote PC Technicians?</p> <p>Q: Is there any more</p>		
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	<p>information concerning my Internet Browser I should know in order to establish connection to one of Qwest's remote PC Technicians?</p> <p>A: Please read the appropriate section below for your Internet Browser to proceed with establishing connectivity to our remote support PC Technicians.</p> <p>* <u>Internet Explorer Help</u> Downloading files using Internet Explorer</p> <ol style="list-style-type: none"><li>1. Internet Explorer has a built-in feature that automatically blocks files from being downloaded. This is a general security protection that will appear below the URL address bar.</li><li>2. Click on where it says "Click Here" and select "Download File..." to start the download process</li><li>3. Select "Save."</li><li>4. Select "Save" once again to start downloading the applet.</li><li>5. The Download window will appear. Wait until the file has finished transferring.</li><li>6. After completing the download, select "Run" to open the applet.</li><li>7. Select "Run" to execute the applet.</li><li>8. Once the applet is running, wait for Qwest's remote PC Technician to</li></ol>		
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	<p>activate your session.</p> <p>* <u>Firefox Help</u> Mozilla Firefox handles downloads differently compared to Microsoft Internet Explorer.</p> <p>By default, Mozilla Firefox does not prompt a user to run an application after downloading. Usually, the user will be prompted to save the file.</p> <p>1. Select “Save File”. A small applet will be saved as an executable file named “Support-LogMeInRescue.exe”.</p> <p>2. Mozilla Firefox Download window will open and immediately start downloading “Support-LogMeInRescue.exe”.</p> <p>3. When the download is complete, a small pop-up window will appear at the bottom right of the screen.</p> <p>4. Right-click on “Support-LogMeInRescue.exe” and select “Open”.</p> <p>5. Select “OK” to open the applet.</p> <p>6. Select “Run” to execute the applet.</p> <p>7. Once the applet is running, wait for Qwest’s remote PC Technician to activate your session.</p> <p>* <u>Google Chrome Help</u></p>		
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	<p>Google Chrome also handles downloads differently compared to Microsoft Internet Explorer.</p> <p>By default, Google Chrome does not prompt a user to run an application after downloading. Usually, the user will be prompted to save the file.</p> <ol style="list-style-type: none"> <li>1. A notification will show at the bottom left part of Google Chrome. Select “Save.” A small applet will be saved as an executable named “Support-LogMeInRescue.exe”.</li> <li>2. After completing the download, left-click on the button named “Support-LogMeInRescue.exe”.</li> <li>3. Select “Run” to execute the applet.</li> <li>4. Once the applet is running, wait for Qwest’s remote PC Technician to activate your session.</li> </ol> <p>* <u>Opera Help</u>  Downloading files using Opera Web Browser</p> <p>Opera has a similar window that closely resemble to Internet Explorer.</p> <ol style="list-style-type: none"> <li>1. Select “Save” to start downloading the applet.</li> <li>2. After completing the download, left-click on the button named “Support-LogMeInRescue.exe”.</li> <li>3. A new tab will appear</li> </ol>		
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	<p>named “Downloads”. Left-click on it.</p> <p>4. Once the file transfer is completed, a green check icon will appear on the left side of “Support-LogMeInRescue.exe”.</p> <p>5. Right-Click on it then Select “Open”.</p> <p>6. Once the applet is running, wait for Qwest’s remote PC Technician to activate your session.</p> <p>Q: Should I save my download? A: Always save your files! Whenever you download a file, a dialog box should pop-up asking if you would like to RUN or SAVE the file. We recommend always selecting the SAVE option and then choosing your download location. At a later time, you can choose to delete any files you no longer have a need for. Saving your files will also ensure that you have a copy of the file for future reference and may help avoid a lot of unnecessary headaches and frustration.</p> <p>If you decide to select the RUN option instead, your computer will automatically choose a hard-to-find location within its temporary folders. When finished, it will immediately begin to install the software or begin playing in the case of music and videos. If there are any problems when downloading, you will usually have to re-</p>		
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	<p>download the entire file again. This is also why we recommend always selecting the SAVE option.</p> <p>Q: How do I choose a download location? A: The default save location for most computers is the "My Documents" folder. Unless it was intentionally or accidentally changed by the owner of the computer your files should still download there. If you cannot find the "My Documents" folder on your desktop, try going through the START menu and then clicking My Documents.</p> <p>Q: How can I change download locations? A: If you do not know your default download location you can try this simple trick to determine where your computer is downloading your files to.</p> <ol style="list-style-type: none"><li>a. Start a new file download. It can be the same program you just downloaded or another one all together.</li><li>b. A dialog box should pop up asking if you would like to Run or Save the file &gt; Choose Save.</li><li>c. The "Save Window" should now open. The folder name at the top middle of the "Save Window" is your current download location.</li></ol> <p>Q: What if the file downloads are taking a long time to load or are corrupted? A: If your file downloads take too long to complete or if they are becoming</p>		
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	<p>corrupted during the download process, do <b>not</b> finish downloading. These behaviors are often caused by popular files being downloaded during the busiest online hours of the day. To reduce the chance that you files will become corrupt or damaged, please follow these suggestions:</p> <p>1. Download the file during off-peak hours. This is usually in the early mornings or after 9PM nightly.</p> <p>2. When the file download begins always choose the SAVE option. Then save the file to your Desktop or designated download folder so that it is easy to find later.</p>		
Warranties Q&A	<p>Q: Do the products / services come with a warranty?  A: All remote services include a one time warranty covering the 5 days following initial purchase.</p>		
Headline (right column)	Most Popular Questions		
Copy	<ul style="list-style-type: none"> <li>•How do I know if my computer needs a tune-up?</li> <li>•Are there any symptoms my computer has that would let me know that it is in trouble other than functioning more slowly than usual?</li> <li>•What are Qwest Remote Services?</li> <li>•How does Qwest's remote PC Technician actually work on my computer?</li> <li>•How long do the PC Tuneup and other services take to perform?</li> <li>•What happens if I get disconnected while a service</li> </ul>		

	<p>is being performed?</p> <ul style="list-style-type: none"> <li>•Is my privacy ensured and are my documents safe during the PC Health Scan, Tune-up or Malware removal processes?</li> <li>•What happens if I get disconnected from Qwest’s remote PC Technician during any of the processes?</li> <li>•Can I schedule a time to do the PC Tune-up at my own convenience?</li> <li>•What if I experience computer problems after having had the PC Tune-up or PC Malware Removal?</li> <li>•Why is my download blocked?</li> </ul>		
Subhead	Contact Us		
Copy	<p>[Phone number] [Email]</p>		