Service Category	Supported Items
Hardware *ITSupport Solution will attempt to determine the operational status of Hardware. Any hardware repair maybe accomplished by a local partner of ITSupport Solution where applicable. The cost for such repair is not included in Support Agreement between the customer and ITSupport Solution. Costs for hardware repairs are the sole responsibility of the customer.*	• Computers (desktop or notebook) • Netbooks • Game systems (Xbox, PlayStation®, or Nintendo®) • Joysticks • LCD televisions as monitor • MP3 players • Notebook docking stations • NTSC TV tuners (notebooks only) • Other USB- or Ethernet-connected devices • Print servers • Printers • Scanners • Storage devices (e.g., external DVD-RW hard drives, optical drives) • USB wireless peripherals • Web cameras • Wireless print / media adapters • XP Media Center
Connectivity/Networking *In the case of vendor specific hardware (AT&T, etc.) customer will be given the correct contact information to resolve the issue with the appropriate vendor if ITSupport is unable to resolve the issue.*	• Routers /hubs/modems/switches • PCI wireless cards • Registration/Authentication • Dial support • ISDN terminal adaptors • NIC support
Software	• Adobe® Acrobat® • Adobe Acrobat Professional® • AOL® • Apple AirPort Express® • Entourage® • EZ Antivirus (enable/disable for connectivity) • Fonts (Russian, etc.) • Free email (Windows® Live® Hotmail, etc.) • LapLink® • McAfee® Firewall (enable/disable for connectivity) • McAfee Internet Security (enable/disable for connectivity) • McAfee Virus Scan® (enable/disable for connectivity) • Microsoft AccessTM • Microsoft Encarta® • Microsoft Excel® • Microsoft Front Page® • Microsoft Media Player • Microsoft Money • Microsoft NetMeeting®

	- Microsoft Office - Microsoft Power Point® - Microsoft Project - Microsoft Publisher® - Microsoft Visio® - Microsoft Word/Works - Netscape® mail/other mail systems - Netscape Navigator®/Messenger - Norton AntivirusTM (enable/disable for connectivity) - Norton Antivirus Corporate Edition 9 (enable/disable for connectivity) - Norton Auto Protect (enable/disable for connectivity) - Norton Internet Security (enable/disable for connectivity) - Norton Personal Firewall (enable/disable for connectivity) - Real Player® - Safari - Symantec WinFax PRO - Windows XP/Vista® Firewall (enable/disable only) - ZoneAlarm® (enable/disable for connectivity)
Operating Systems	- Windows 7, Vista, XP, 2000 SP2 and above - Mac OS® 10.4 and 10.5 - Mac OS 10.1 and above - Mac OS 9.X, 10.0 - Palm OS® - Windows for Pocket PC - IPhone, IPad
Email/News Client Functions (configure settings only)	- Netscape Communicator / Messenger 4.7X or higher - Microsoft Outlook Express 5 and higher on Windows - Microsoft Outlook Express 5.02 and higher on Macintosh - Outlook 2000, Outlook 2002, Outlook 2003, and Outlook 2007 (for Windows Vista) - AT&T Yahoo!® Web Mail - Windows Mail - Mac Mail, Mac Mail 2.0 OSX
Browsers (configure settings only)	- AT&T Yahoo! browser - Firefox® - Internet Explorer 5.5 and higher - Safari

Home Theater Systems

- Home theater systems
- DVD/VCR players
- Receivers
- Universal remotes
- Stereo systems / speakers l
- Televisions
- TV Tuners / Personal Video Recorders