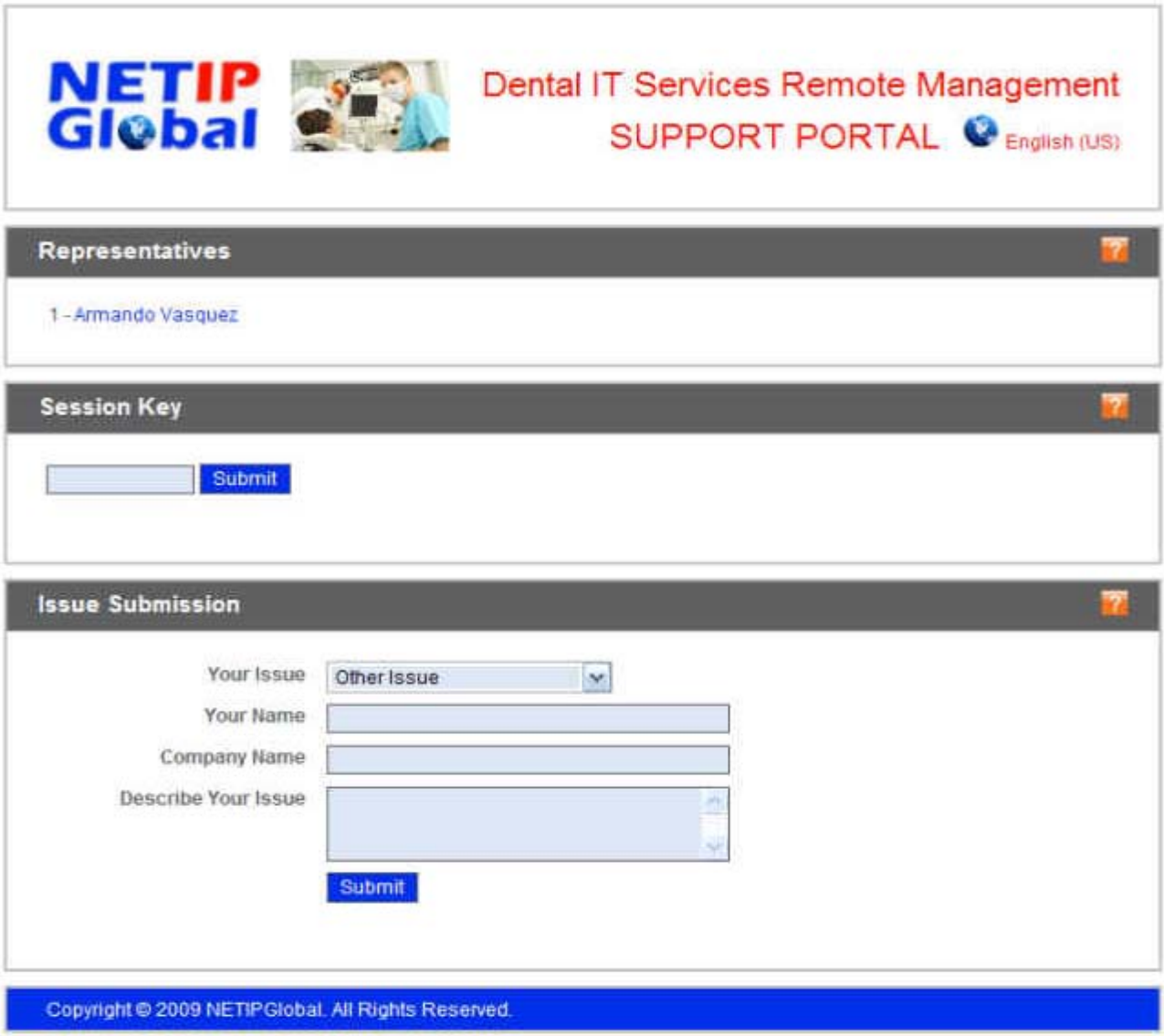
Remote Desktop Support

NETIPGlobal is pleased to offer its customers live remote desktop support. If you are having a problem with your PC, but can still access the Internet, NETIPGlobal can attempt to resolve your problem remotely without the need for a costly and time-consuming service call.

To get real-time remote support for your PC, please follow these directions:

1. Point your Web browser to NETIPGlobal's support portal:

https://support.netipglobal.net/

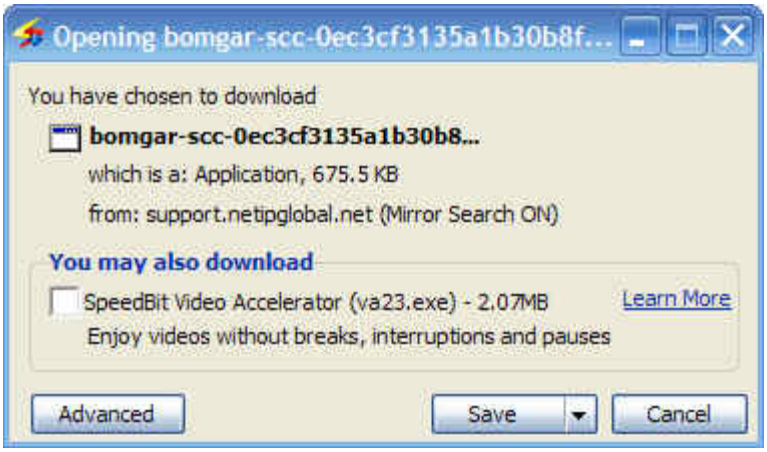


2. In the Representatives section, check to see whether there is a representative available. If there is, click on the representative's name.

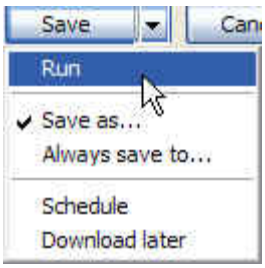
Note: If no representative is available, please fill out and submit this form and a representative will contact you

shortly to begin a support session.

A dialog box indicating that you have chosen to download an application appears.

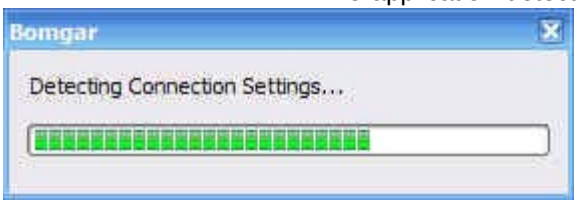


3. Click to Run the application.

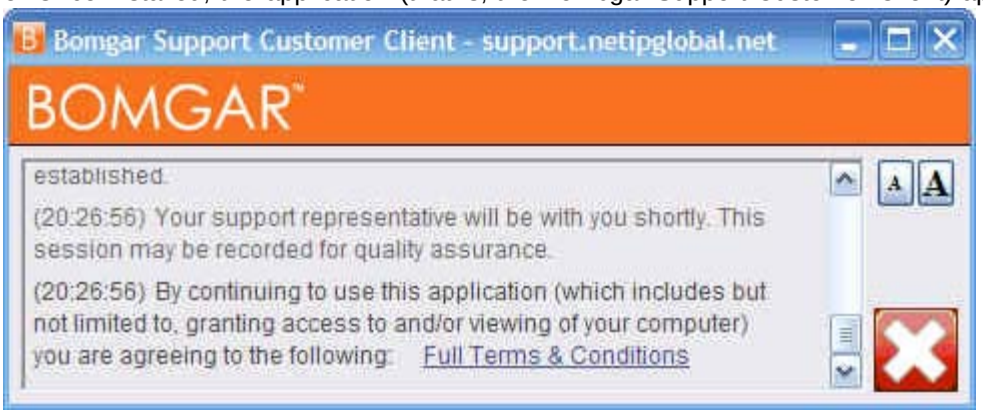


Important: This application gives the NETIPGlobal support representative temporary shared (with you) control of your PC. You will be able to see everything the representative does while having access to your PC. At the end of the support session, the application granting the support representative access to your PC will be completely remove. The representative will not have access to your PC again until you grant it.

4. The application detects your connection settings.

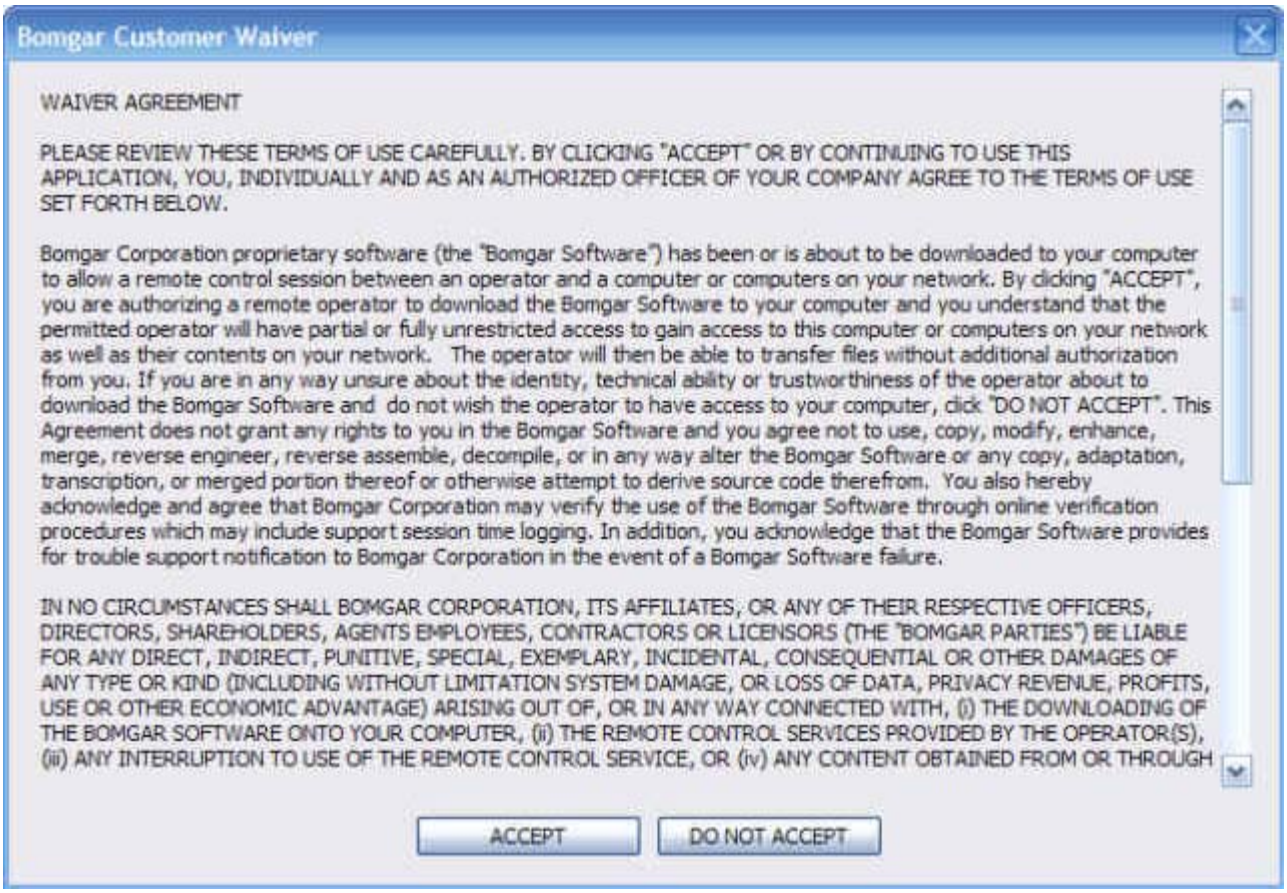


5. Once installed, the application (that is, the Bombgar Support Customer Client) appears.

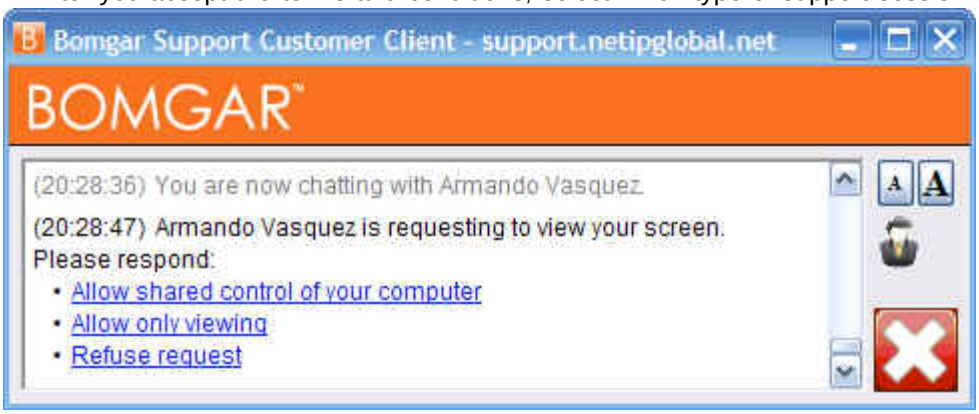


Before your support session can begin, you must click to read the Full Terms and Conditions.

6. Read the full terms and conditions and click ACCEPT to begin the support session.



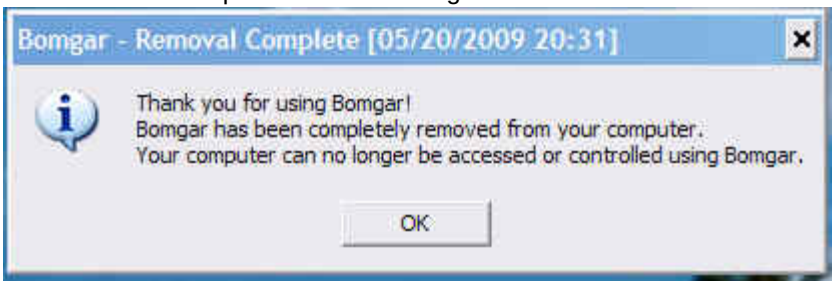
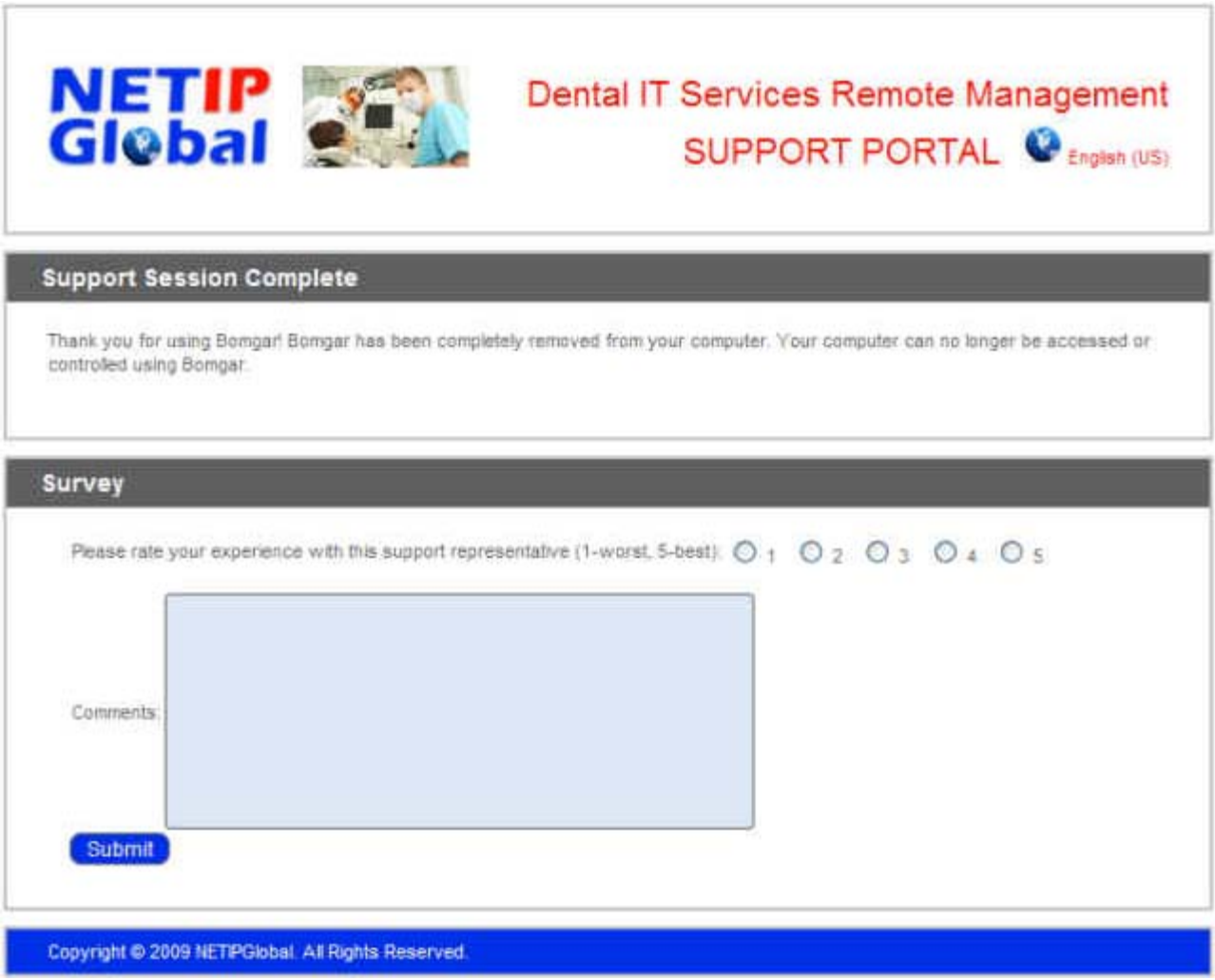
7. After you accept the terms and conditions, select which type of support session to open:



8. The Bomgar Support Customer Client shows the progress of the support session. You can click the big X to the right at any time to end the session immediately.

9. After you end the session, you are asked to confirm. Click Yes.

10. You will receive a confirmation message indicating the the application has been completely removed from your PC and that the representative no longer has access.



11. Once your session is complete, please provide feedback by completing the Support Session Survey. This will help us better serve you in the future.