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FAQ

1. What is iYogi?

iYogi is a leading, independent, technical support service for consumers and small businesses, providing 24/7 computer support via phone and remote online access. Founded in May 2005, iYogi employs 110 team members and is headquartered in Gurgaon, India with offices in New York.

2. Who uses iYogi?

iYogi is ideal for consumers and SOHO (small office home office) users. Our customized service options and low price point were designed with individual consumers in mind. Computer support services are currently available to customers in the United States and United Kingdom and we plan to expand to additional regions this year.

3. What differentiates your services from those provided by computer manufacturers and electronics stores?

Superior service and lower cost! Some other services will come to your home or office and then charge you an exorbitant fee for an hour's work! iYogi allows you to solve your technology issues from the comfort and privacy of your own home or office. We will not send anyone to your door but we will walk you through a customized resolution process, either on the phone, remotely, or by email that will restore your operating system, hardware, software, or peripherals to proper working order. Our wait time's average under a minute, our customer approval rating is 93% and our resolution rate is 84% -- among the highest in the industry!

4. What technologies do you support?

iYogi supports Windows-based systems as well as a variety of software and hardware, and peripherals such as external drives, printers, speakers, and scanners. A complete list of specific products supported can be found at <http://www.iyogi.net/iyoginet/us/productcovered.htm>.

5. How do you ensure a superior customer service experience?

iYogi combines superior talent and training with its proprietary iMantra technology to deliver a cost-effective computer support services to individuals and small businesses. Our technicians undergo an intensive three-month training process that includes Voice & Accent, Technical Skills, and mandatory Microsoft Certification for Desktop Support Technicians. Most importantly, iYogi focuses on each technician's ability to listen to customers as they define their problems and then communicate an effective resolution.

iYogi's technicians use a proprietary knowledge database, iMantra, and a personalization engine to provide customized support services. The knowledge database grows with every interaction by capturing the customer's problem, the solution and the specifications of the computer hardware, software and any relevant peripherals involved. The database also contains customer demographic information as well as a call history so that the technician can provide assistance that is specific to the individual caller's needs and equipment.

6. How expensive are your services?

iYogi's services are priced to allow anyone who can afford a PC to afford to support it. We have customized several plans to allow for easy access for problem solving, from one-time to full year, unlimited. A customer subscribing for yearly service pays a one-time fee of \$119.99 and receives unlimited support for twelve months. Per incident services can be purchased for \$24.99 and quick fixes are available for \$9.99.

7. Many consumers report bad experiences when dealing with India-based call centers. What are you doing to overcome that "bad rap"?

iYogi's management team has experience working for the big names in the technology industry and is familiar with the pitfalls of call centers outsourced by these big brands. The global companies look at customer support service as cost avoidance; iYogi gives customers what they want: quick and reliable computer support in a professional, courteous non-intrusive way at a favorable price point.

8. How do customers sign up for service?

By calling 1-800-237-3901 or by visiting iYogi's website at www.iyogi.net.