



Dec 2011

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Newsletter: Christmas 2011 & New Year Special

A free newsletter provided by Oxford Home IT Support



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Christmas & New Year Special

Welcome!

We'd like to take a moment to thank all our customers, both new and old for their custom in 2011. It's been a pleasure to help you all and we're looking forward to being of service again in 2012.

A look back at 2011

2011 has been an exciting year for us all here, with lots of new quality products and services to offer. Zoe has also joined our team as a new member of staff, so we'd like to officially welcome her aboard.

2011

We've been able to help more customers than ever before and have sold a record number of bespoke desktop PC systems this year, so a huge thanks to you all for your business, we really appreciate it.

Social Media

This year has also seen us join the social media revolution, by creating a presence on Facebook, Twitter and YouTube! Using Facebook and Twitter we can now keep you up to date more quickly and send you news, offers and competitions more



easily than before, without filling your inbox! Why not "Like" our new Facebook page at <http://fb.me/homeitsupport> or follow us on Twitter at <http://twitter.com/homeitsupport>. Post us messages, ask us questions and get replies quickly wherever you are.

We're also developing our YouTube channel at <http://youtube.com/homeitsupport>, which will fill with free tutorials and "how tos" during the coming months.

Thanks again for being there in 2011, looking forward to engaging with you a lot more in 2012.

Looking forward to 2012

So, what's in store for 2012? Firstly, we're developing a new web site.

2012



This is going to be packed full of free and useful information, "how to" guides and "how to get the most of" tutorials in our brand new **Learning Centre**.

Look out for the launch!

Packed full of useful information for Windows, Mac, iPhone, iPad, tips and help, you'll have access to this 24/7 and it will be free.



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New Products for 2012

We have two great new products to help you keep your new equipment safe and free from repair bills for years to come. Due to requests from our customers we have teamed up with specialist insurers and Aegas to bring you these great products.

The first one is our new All Risks insurance policy, to cover your new laptops and desktops against fire, theft, flood & accidental damage, with no excess, anywhere in the world.



Our customers asked so often last year about dodgy in-store over priced warranties that we now have fully insurance backed warranties for your equipment for up to 5 years, for parts & labour.



Both these products are available now by telephone, before their official 2012 launch! They cover all brands, wherever you bought them and start from just £50.

More fixed price work

We've been listening and adapting our pricing to meet your needs and one thing you all like is fixed price bills, so we'll have more services available with fixed prices, included virus clean

ups and re-installs, so you know even before you book how much the final price will be.

Keep an eye on our website and our Facebook and Twitter pages for more information on these as they are developed, just for you.

Feedback & "Just Ask"

We love to hear from you and getting your feedback and our service is driven by what you tell us you like and don't like, so always feel free to email us, ring us or send us a message on Twitter or Facebook to tell us.



We provide such a large range of services it's not always possible for everyone to remember everything we do, so feel free to **"Just Ask"**!

"Do they do this?" "Where do I get one of those from?" "How can I get an extra phone line for free?"

Just ask and we'll let you know, it could save you money and time, so *Just Ask* whenever you have a question, no charge!

And finally...

Thanks again for your support in 2011, can't wait to see you again in 2012. In the meantime have a great Christmas and New Year from us all.



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