

Blackberry/PDA Setup

*Covered-Company email on approved wireless device. This included blackberry (must have enterprise activation service), iPhone 3G or 3Gs, windows mobile devices

*Not Covered: Personal email accounts, non-approved pda or blackberry service plan, palm

MyBrokeragePortal

*Covered-Full support on MBP

Connectivity Related

*Covered-Ability for all offices to connect to the internet

*Not covered-connection to home or off site location

Email Related

*Covered-Company exchange email running on Outlook 2003 or higher, company exchange account via MPB, distribution lists

*Not Covered-ALL personal email accounts

Hardware Related

*Covered-All company owned computers and equipment

*Not covered-Personally owned computers and equipment

Printer Related

*Covered-Printing to network prints on a machine running an approved operating system (this includes Windows XP Professional, Vista Business or Ultimate 32-bit)

*Not covered-Personal printers, access to network printers on a non-approved operating system

(**see MBP under Company Resources->IT Department->Supported Operating Systems)

Telephone Related

*Covered-All company owned desk phones

*Not covered-any outside desk phones including affiliated companies

Computer Viruses

*Covered-Company owned computers

*Not covered-Agent or employee owned computers

Software

*Covered-For all company owned computers Microsoft Office Small Business, Adobe Indesign (certain staff computers only)

*Not covered-Personal copies of Office, Virtual Office, RedX and any other third party applications

Computer Setup

*Covered-all computers running an approved operating system (**See MBP->Company Resources->IT Department->Supported Operating Systems)

*Not covered-all computers running a non-approved operating system
