



Carbonite in Action: **U.S.-BASED CUSTOMER CARE TEAM SAVES THE DAY**

Judie DePerry is a retiree from California who uses Carbonite to back up the home computer she shares with her husband. One day she received an automated email from Carbonite which told her that, due to a minor problem with the computer, her files were temporarily not being backed up. Anxious to find a solution to the issue, Judie decided to call the Carbonite Customer Care team.

“First off, I was so happy that I was speaking to someone here in the USA. Thank you! He was very patient and considerate. He immediately put me at ease, took charge and explained everything he was going to do. The job was done quickly and I was totally relieved.

With Judie's permission, the Customer Care Team representative remotely took control of her computer and fixed the problem. He also took some time to speak with Judie about her backup preferences and make sure that all of her important files and family photos were being backed up properly. The entire process was fast and painless.

Solution:

Carbonite Personal Basic subscriber
Judie backs up all of her digital files and photos for \$59.99 per year.

Carbonite User Since:

October 2010

Favorite Features:

Judie is a big fan of Carbonite's friendly, knowledgeable and helpful U.S.-based Customer Care Team. Carbonite's technical support professionals are available seven days a week.