



## Carbonite in Action: **CARBONITE HELPED ME RESTORE AN IMPORTANT MAILING LIST!**

For the last 25 years, **Kathy Dolk** has served as a volunteer registrar at Saguaro Camp Cedarbrook, a Christian ministry summer camp for children in Prescott, AZ. Every year, Kathy sends a mailing to the parents of campers. There are hundreds of contacts on the mailing list, which she keeps stored in an Excel spreadsheet on her personal computer. Kathy was very concerned recently when the mailing list file became corrupted and then seemed to disappear completely from her computer. That's when she called Carbonite's Customer Care Team.

“ I was transferred to a very patient, very kind, very sweet and very helpful technical support person. He was willing to spend whatever time was needed to help me figure out the problem. I really appreciated that. I was very pleased with his professionalism and friendliness.

**With Kathy's permission**, the Customer Care Team member remotely took control of the computer, located the mailing list file and restored it from backup. He then took some time to test the computer's configuration and ensure that all important files were being backed up properly. The entire process was quick and easy.

### **Solution:**

Carbonite Personal Basic subscriber

Kathy backs up all of her digital files and photos for \$59.99 per year.

### **Carbonite User Since:**

November 2011

### **Favorite Features:**

Carbonite's friendly, knowledgeable and helpful U.S.-based Customer Care Team, which is available to customers seven days a week; automatic, continuous backup

**CARBONITE**