

FRANCHISE DISCLOSURE DOCUMENT

Computer Troubleshooters USA, Inc.
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Computer Troubleshooters USA, Inc. offers three distinct franchise options ~~to operate a Computer Troubleshooters franchise, which to provides computer service and support to small business and home office~~ technology services to both residential and small and medium sized business customers. The three available options include ~~three alternative different~~ combinations of territory size and support services.

The total investment necessary to begin operation of a Computer Troubleshooters' Franchise Territory/Service Package - Option #1 ranges from \$17,200 to \$32,900. This includes \$14,900 that must be paid to the franchisor. This option is largely tailored for franchisees that opt to operate as a hands-on technician and perform sales and marketing activities with limited assistance from the Franchisor. Option #1 is referred to as the "Basic Support Option".

The total investment necessary to begin operation of a Computer Troubleshooters' Franchise Territory/Service Package - Option #2 ranges from \$22,200 to ~~\$3767,900~~. This includes \$19,900 that must be paid to the franchisor. This option is largely tailored for franchisees that opt to outsource certain sales and marketing activities to the Franchisor. Option #2 is referred to as the "~~Expanded-Plus~~ Support Option".

The total investment necessary to begin operation of a Computer Troubleshooters' Franchise Territory/Service Package- Option #3 ranges from \$22,200 to ~~\$3767,900~~. This includes \$19,900 that must be paid to the franchisor. This option is largely tailored for franchisees that opt to outsource ~~substantially all~~ many sales and marketing activities to the Franchisor. Option #3 is referred to as the "~~Full-Premium~~ Support Option".

This disclosure document summarizes certain provisions of your franchise agreement and other information in plain English. Read this disclosure document and all accompanying agreements carefully. You must receive this disclosure document at least 14 calendar days before you sign a binding agreement with, or make any payment to the franchisor or an affiliate in connection with the proposed franchise sale. **Note, however, that no governmental agency has verified the information contained in this document.**

You may wish to receive your disclosure document in another format that is more convenient for you. To discuss the availability of disclosures in different formats, contact the Compliance Department at 7100 E. Pleasant Valley Rd., Ste. 300, Independence, OH 44131 and 877-392-6278 ext. 19.

The terms of your contract will govern your franchise relationship. Don't rely on the disclosure document alone to understand your contract. Read the entire contract carefully. Show the contract and this disclosure document to an advisor, like a lawyer or accountant.

Buying a franchise is a complex investment. The information in this disclosure document can help you make up your mind. More information on franchising, such as "A Consumer's Guide to Buying a Franchise," which can help you understand how to use this disclosure document is available from the Federal Trade Commission. You can contact the FTC at 1-877-FTC-HELP or by writing to the FTC at 600 Pennsylvania Avenue, NW, Washington, DC 20580. You can also visit the FTC's home page at www.ftc.gov for additional information. Call your state agency or visit your public library for other sources of information on franchising.

There may also be laws on franchising in your state. Ask your state agencies about them.

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STATE COVER PAGE

Your state may have a franchise law that requires a franchisor to register or file with a state franchise administrator before offering or selling in your state. **REGISTRATION OF A FRANCHISE BY A STATE DOES NOT MEAN THAT THE STATE RECOMMENDS THE FRANCHISE OR HAS VERIFIED THE INFORMATION IN THIS DISCLOSURE DOCUMENT.**

Call the state franchise administrator listed in Exhibit 2 for information about the franchisor, or about franchising in your state.

MANY FRANCHISE AGREEMENTS DO NOT ALLOW YOU TO RENEW UNCONDITIONALLY AFTER THE INITIAL TERM EXPIRES. YOU MAY HAVE TO SIGN A NEW AGREEMENT WITH DIFFERENT TERMS AND CONDITIONS IN ORDER TO CONTINUE TO OPERATE YOUR BUSINESS. BEFORE YOU BUY, CONSIDER WHAT RIGHTS YOU HAVE TO RENEW YOUR FRANCHISE, IF ANY, AND WHAT TERMS YOU MIGHT HAVE TO ACCEPT IN ORDER TO RENEW.

Please consider the following RISK FACTORS before you buy this franchise:

1. THE FRANCHISE AGREEMENT REQUIRES YOU TO RESOLVE DISPUTES WITH US BY LITIGATION/ARBITRATION/MEDIATION ONLY IN OHIO. OUT-OF-STATE LITIGATION/ARBITRATION/MEDIATION MAY FORCE YOU TO ACCEPT A LESS FAVORABLE SETTLEMENT FOR DISPUTES. IT MAY ALSO COST YOU MORE TO LITIGATE/ARBITRATE/MEDIATE WITH US IN OHIO THAN IN YOUR OWN STATE.
2. THE FRANCHISE AGREEMENT STATES THAT OHIO LAW GOVERNS THE AGREEMENT, AND THIS LAW MAY NOT PROVIDE THE SAME PROTECTIONS AND BENEFITS AS LOCAL LAW. YOU MAY WANT TO COMPARE THESE LAWS.
- ~~3. DEPENDING ON THE FRANCHISE OPTION SELECTED (I.E. #1, #2, OR #3) YOU MUST PAY US MINIMUM ADMINISTRATIVE FEES OF BETWEEN \$330 AND \$550 PER MONTH AND MINIMUM ADVERTISING FEES OF BETWEEN \$80 TO \$100 PER MONTH, EVEN IF THE FRANCHISE HAS NO REVENUE.~~
34. THERE MAY BE OTHER RISKS CONCERNING THIS FRANCHISE.

Effective Date: _____

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