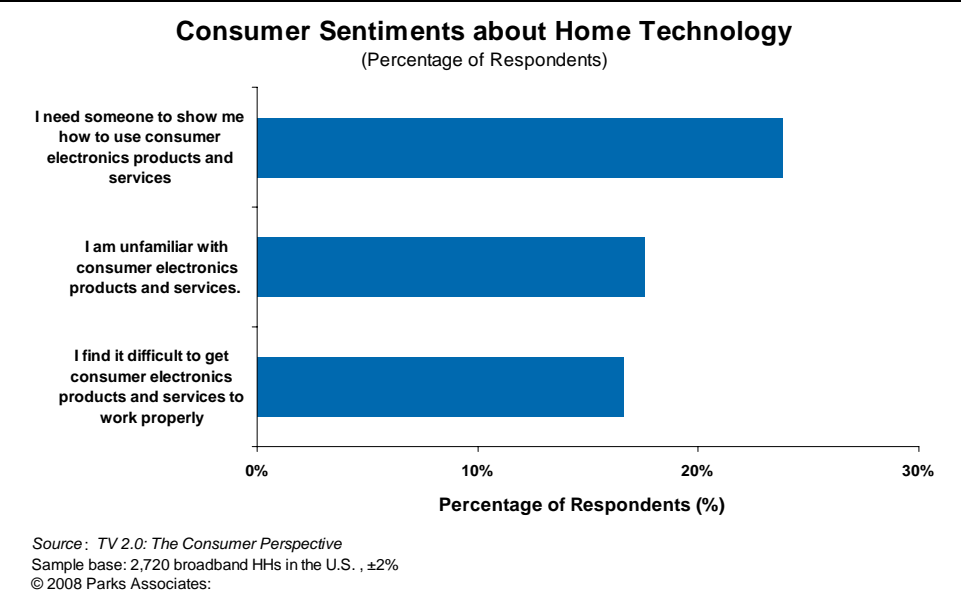


Synopsis **Consumer Sentiments about Home Technology**

This report provides analysis on the business of digital home customer support. It examines the market for technical support services for such digital lifestyles categories as PCs, Internet, and consumer electronics. It provides an overview of key companies providing both technology support services and solutions and includes market forecasts through 2013.



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"The market for digital home technology support is one of the most dynamically-growing segments," said Kurt Scherf, vice president and principal analyst with Parks Associates. "As consumers grapple with ever-more complex digital home technology headaches, 'DIY' is quickly becoming 'do-if-for-me,' which opens up significant opportunity for many players."

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**Digital Home Tech Support:
Analysis and Forecasts**

By Kurt Scherf, Vice President and Principal Analyst 2Q 2009

Key Assumptions for New Home Computer Set-up Services
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 Total Revenues: Digital Home Technical Support (Chart)
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Attributes	
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